USING NETSUPPORT SCHOOL

In this chapter…

You will discover how to use the wealth of features available to a Control user. From how to initiate a remote control session to how you then monitor and manage activity at the end-users desktop.

Locking Student Controls and Blanking Student Screens

When you perform a Show, the Students' mice and keyboards are automatically locked. There may, however, be other occasions when you want to lock Students' keyboards and mice.

You can only Lock/Unlock Students that are connected.

The keyboard and mouse can be configured to lock separately if required. From the Control window drop-down menu choose {View}{Current Settings – User Interface - Student}.

To lock Students

1. Select the Student(s) or groups of Students you wish to Lock.
2. From the Control window drop-down menu, choose {Student}{Lock Keyboard/Mouse}.
    Or
    From the toolbar, choose **Lock**.
    Or
    Right click the selected Student icons and choose **Lock Keyboard/Mouse**.
3. By default a graphic will appear on the Student workstation, informing them that you have locked their mouse and keyboard.

To unlock Students

1. From the Control window drop-down menu, choose {Student}{Unlock Keyboard/Mouse}.
    Or
    From the toolbar, choose **Unlock**.
    Or
    Right click the selected Student icons and select **Unlock Keyboard/Mouse**.

To blank a Student's screen when locked

1. Choose {View}{Current Settings – User Interface - Student} from the Control window drop-down menu.
2. Check **Blank screen when Locking mouse and keyboard**.
3. Click **OK**.
4. Select the Student(s) or groups of Students you wish to lock.

5. From the Control window drop-down menu, choose {Student}{Lock Keyboard/Mouse}.

   Or

   From the toolbar, press the **Lock** icon.

Note: If you view a locked Student, the blank Student screen setting will no longer apply. To blank a Student screen when viewing, choose {Student}{Blank screen} from the View window drop-down menu.

To display a graphic when locking a Student workstation

By default, a graphic is displayed on a Student's screen when the Tutor uses the Lock function. When a Client's keyboard and mouse have been locked, a default image **nss_lock_image_jpg** appears on their screen.

1. Choose {View}{Current Settings – User Interface - Student} from the Control window drop-down menu.
2. Clear the display image when locking mouse and keyboard option.
3. Click **OK**.
4. The Student's screen will now be blanked when locked.

Notes:

- If you view a locked Student, the display graphic on a Student screen will no longer apply.
- If an image file cannot be located on the Student machine, a flashing message "This machine has been locked by the control user" will be displayed on the Student screen.

Change the graphic to be displayed
The image can be changed if necessary by replacing the file or by using the Student Configurator to select an alternative file.

1. In the Student Configurator choose {Advanced}.
2. The image file will display the default file.
3. Click **Browse** to select an alternative file, then **Open**.
4. The image file will display the new file.
5. Click OK.

Note: If you would like to display an image file that is not available on Student workstations, use the NetSupport School Deploy function to Deploy a Configurator setting to all connected Student workstations.

Viewing Student screens

Having connected to a Student, you can now control it. This is called Viewing. The Student's screen will be displayed in a window on the Tutor workstation. NetSupport School will allow you to view multiple Student screens, each in its own window, simultaneously.

Note:	If required, a message can be displayed at the Student workstation confirming it is being viewed. See the Configuring the Student section of this manual.

The Quick view bar allows you to view a connected Student quickly and easily. When you connect to a Student a button with the Student's name will appear on the Quick view bar on the Control window. By clicking on a button, you will view the Student's screen, by clicking on the button while viewing, the View window will be closed.

To View a Student

1. Double click the required Student icon in the List view.
   Or
   With the required Student icon selected, choose {Student}{View} from the Control window drop-down menu.
   Or
   Click the **View Client** icon on the toolbar.
   Or
   Right click the Student icon and choose **View**.
   Or
   Click the required Student name on the Quick view toolbar.
2. The View window for that Student will appear at the Tutor. To aid navigation of the Student screen, a thumbnail image of the screen is displayed enabling you to scroll the Student desktop more easily. Simply click and drag inside the thumbnail to view specific areas. The navigation panel can be enabled or disabled by selecting {View}{Navigation} from the View window drop-down menu.

Notes:

- For acceptable performance while viewing, ensure that the Student's Active Desktop is turned off.
- If the Student uses multiple monitors, you will be able to switch between the desktops by clicking the tabs displayed beneath the View window toolbar.
- If the Tutor and the Student are both using touch-enabled devices, the Tutor will be able to control the Student machine using touch commands.

To stop viewing and return to the Control window

Choose {Client}{Close} from the View window drop-down menu.

There are three modes in which you can view a Student workstation:

Share   The Student's screen will be displayed at both the Tutor and the Student. Both the Tutor and the Student will be able to enter keystrokes and mouse movements.

Watch   The Student's screen will be displayed at both the Tutor and the Student. Only the Student will be able to enter keystrokes and mouse movements. The user at the Tutor will be locked out.

| **Control** | The Student's screen will be displayed at both the Tutor and the Student. Only the Tutor will be able to enter keystrokes and mouse movements. The Student will be locked out. |

To change the viewing mode

1. While viewing the Student, click the **View Mode** icon on the View window toolbar and select **Share**, **Watch** or **Control**.
    Or
    Select {Client}{Share/Watch/Control} from the View window drop-down menu.

Other View window options are:

Scaling to fit
It may be that the Student is running in a higher resolution than the Tutor. In this case, choosing the **Scale to fit** option from the View window menu or toolbar will re-size its screen to fit the window in which it is displayed.

Keep Aspect
Maintain the correct aspect ratio of the remote screen.

Switching to Full Screen
Alternatively, you might choose to use the whole of the Tutor's screen to display the Student's screen. This is known as the Full Screen Viewing. While viewing a Student in full screen, a floating toolbar will also be displayed. If you close this down, remember to use the hot keys, usually CTRL+RSHIFT+LSHIFT, to get back to the Control window or press <PAUSE ALT> to display the drop-down menus.

Screen Scrape
NetSupport School's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

Optimise
By default, when viewing a Student screen the colour depth is set to 256 (high) colours. This option allows you to change the quality when viewing Student screens.

Maximise View Area
Hides the View Menu bar, Status bar and Toolbar to use the maximum possible area to display the Student's screen without switching to full screen mode.

Touch border
When viewing a Student on a touch-enabled device (the Tutor must also be using a touch-enabled device), you can enable a touch border. This border makes it easier to access certain Windows 8 and 8.1 functionality when using drag touch gestures.

Blanking the Student's Screen While Viewing
For security reasons, you may require the Student screen to be blank while you are remotely controlling it.

1. Choose {Client}{Blank screen} from the View window drop-down menu.
2. The Student's screen will be blanked.
3. To restore the screen, choose {Client}{Blank screen} from the View window drop-down menu.

Sending Ctrl+Alt+Delete while viewing
You can send Ctrl+Alt+Delete to a workstation that you are viewing.

To send Ctrl+Alt+Delete to a Student you are viewing
1. Press the Ctrl+Alt+Esc keys simultaneously.

Or

1. Choose {Client}{Send Ctrl+Alt+Delete} from the View window drop-down menu.
2. Click **Yes**, to confirm Send Ctrl+Alt+Delete.

Viewing multiple screens simultaneously

NetSupport School enables you to view multiple Students simultaneously, each in its own window. You can even scale their individual View windows to fit on the Tutor's screen.

To view multiple screens

1. From the Control window menu or any Student View menu, choose {Window}{Tile} and then select which NetSupport School windows you want to display.
2. Your chosen windows will be tiled on the Tutor's screen. If you want to be able to see the entire Student's screen, then choose the **Scale to fit** option in the toolbar of each Student's View window.

Note: Scale to fit is set by default. To view the screen in normal resolution, turn off Scale to fit.

Blank All Student Screens

Although you can blank a Student screen while it is being viewed, there may be occasions when you quickly want to blank all Student screens simultaneously.

To blank all Student screens

1. Choose {School}{Blank Screen} from the Control window drop-down menu.
2. The Lock symbol will appear on each Student icon.
3. To restore the screens, repeat the above process.

Remote Clipboard

During a View session, you can copy the content of the clipboard between Tutor and Student PCs.

The **Clipboard** icon, available on the View window toolbar, provides the following options:

Send Clipboard
Used when copying from the Tutor to a Student and using the {Edit}{Cut/Copy} menu option.

Retrieve Clipboard
Used when copying from the Student to the Tutor and using the {Edit}{Cut/Copy} menu option.

Auto
When enabled, provides the quickest method for copying data. Use the short cut keys (Ctrl-C & Ctrl-V) to automatically copy to and from the clipboard at both the Tutor and Student machines.

Sending the content of the clipboard from a Tutor to a Student workstation

1. View the required Student.
2. Open appropriate applications on the Student and Tutor workstations. Select and copy the required data from the application at the Tutor.

   If **Auto** is enabled using Ctrl-C copies the data directly to the clipboard.
   Or
   If you have used {Edit}{Cut/Copy}, return to the Student's view window and click the **Clipboard** icon on the View window toolbar and choose **Send Clipboard**.
3. To paste the data at the Student application, choose {Edit} from the Student application drop-down menu, select **Paste**.
   Or
   Use the short cut keys (Ctrl-V) to paste the data.

Sending the content of the clipboard from a Student to a Tutor workstation

1. View the required Student.
2. Open appropriate applications on the Student and Tutor workstations.
3. Copy the required data from the application at the Student as above but if using menu options rather than the shortcut keys, choose **Clipboard** – **Retrieve Clipboard** from the toolbar.
4. Return to the Tutor application and paste the data using the appropriate menu options or the short cut keys (Ctrl-V).

Scanning Students

The Scan function enables you to cycle through each connected Student in turn, displaying its screen on the Tutor. It is an alternative to viewing multiple Students in scaled windows, which may cause their screens to be unreadable.

Multiple Student screens can also be scanned in one Scan window.

To scan one Student screen at a time

1. Choose {Group}{Scan} from the Control window drop-down menu.
2. The Scan dialog will appear.
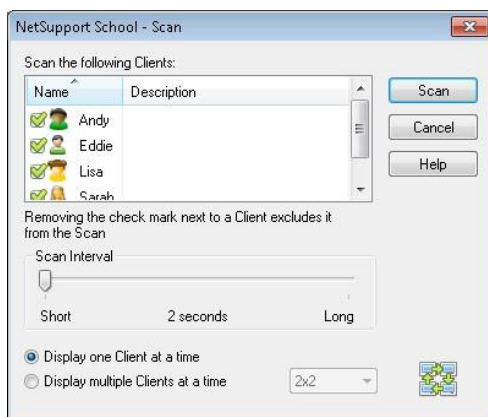
3. Specify which Students to scan by removing or including the check mark next to the Student name.

> **Note:** If you want to start scanning from a particular Student, select their icon in the Scan dialog.

4. Select the Scan interval.
5. Select **Display one Client at a time**.
6. Click **Scan**.
7. The Scan window will appear and immediately show you the first Student in the sequence. It will cycle through the selected Students, showing their screens on the Tutor until you end the scan.

The toolbar buttons for a single Student Scan window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan window toolbar, or choose to move forwards or backwards between individual Students. The **Previous** button shows the previous Student screen scanned. The **Next** button shows the next Student's screen in the scan cycle.

Scaling to Fit

It may be that the Student is running in a higher resolution than the Tutor. In this case choosing the **Scale to Fit** button, will re-size its screen to fit the window in which it is displayed.

Full Screen

When scanning in full screen mode, you can use the Scan Floating toolbar to Tutor the operation.

Capture

A snapshot of the current Student view window will be taken. You will then have the option to name and save the current screen contents to a file.

To end the Scan

1. Choose {Scan}{Close} from the Scan window drop-down menu.

Scanning multiple screens simultaneously

Multiple Student screens can be scanned simultaneously in one Scan window.

To scan multiple screens simultaneously

1. Choose {Group}{Scan} from the Control window drop-down menu.
   Or
   Select the **Scan** button from the toolbar.
2. The Scan dialog will appear.
3. Specify which Students to scan by removing or including the check mark next to the Student name.
4. Select **Display multiple Clients at a time**.
5. Select number of Student screens to be displayed in the Scan window.
6. If scanning more than four Student screens, select a Scan interval.
7. Click **Scan**.
8. The Scan window will appear.

Note: If Scanning more Student screens than the number of screens displayed in the Scan window, by using the **Next**, **Auto** and **Previous** buttons you are able to switch between multiple Scan windows.
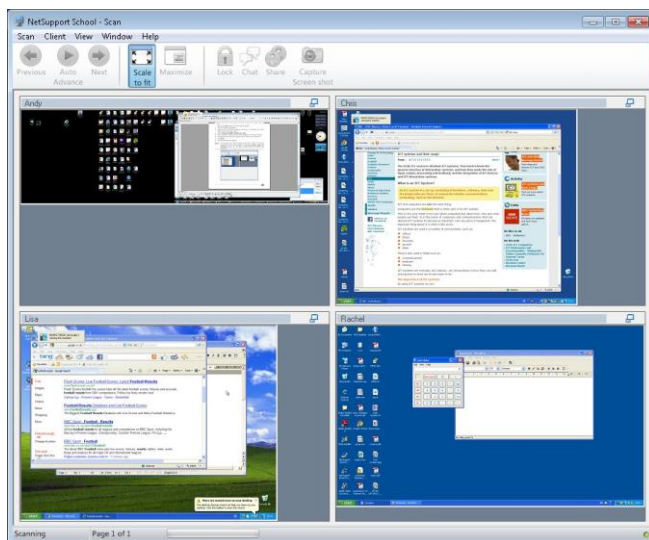
The toolbar buttons for a multiple Student Scan Window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan window toolbar, or choose to move forwards or backwards between individual Students. The **Previous** button shows the previous Student screen scanned. The **Next** button shows the next Students screen in the scan cycle.

Scaling to Fit

It may be that the Student is running in a higher resolution than the Tutor. In this case choosing the **Scale to Fit** button, will re-size its screen to fit the window in which it is displayed.

Maximise

To enlarge a Student View window. This button will be greyed out until you select a Student View window. To maximise the Student View window, click the **Maximise** button or click the box in the top right hand corner of the Client View window.

Lock

To lock a selected Student's keyboard and mouse.

Chat

To initiate a chat session between a Student and the Tutor.

Share

To view a Student in Share Mode.

Capture

A snapshot of the current Student view window will be taken. You will then have the option to name and save the current screen contents to a file.

To end the scan

1.   Choose {Scan}{Close} from the Scan window drop-down menu.

Monitor Mode

Monitor Mode, similar to the Scan feature, enables the Tutor to view multiple Student screens simultaneously.
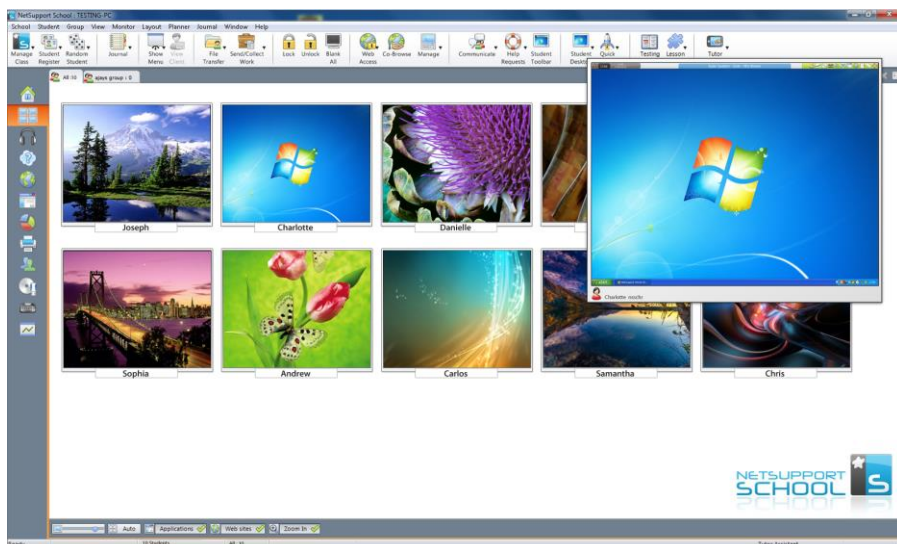
A convenient thumbnail view of each connected Student screen is displayed at the Tutor, providing a quick and easy method for monitoring Student activity. While in Monitor mode, the Tutor still has access to the full range of NetSupport School features such as View, Chat and File Transfer.

1. Choose {View}{Mode - Monitor View} from the Control window drop-down menu.

   Or

   Click the **Monitor Mode** icon on the left hand side of the Control window.

The List view will display each Student thumbnail. By mousing over a thumbnail, you can zoom into that screen. Double-clicking on a thumbnail will open a view session to the selected Student, right-click and you can select from the full range of available Client features. For example, by selecting multiple thumbnails, you can invite those Students into a Chat session.

By default, the thumbnails will be displayed as 256 (medium) colours. To see higher quality thumbnails, you can switch this to unlimited colours. Choose {Monitor}{High Quality Thumbnails} from the Control window drop-down menu.

Note: The Zoom facility can be toggled on/off by selecting {Monitor}{Zoomed Mode} from the Control window drop-down menu or clicking the **Zoom In** icon at the bottom of the Control window.

Monitor Mode provides a number of additional tools:

Customise thumbnail size
Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.

1. Choose {Monitor}{Size} from the Control window drop-down menu.
2. Select the required size from the available options.

Or

1. Use the slider on the **Size** icon at the bottom of the Control window to select the required size.

Auto-Fit size of student thumbnail
This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Choose {Monitor}{Auto fit Students} from the Control window drop-down menu.
    Or
    Click the **Auto** icon at the bottom of the Control window.

Note: The Tutor interface can be viewed full screen by pressing **F11** should more room be needed to view the Student thumbnails.

Changing the thumbnail refresh rate
Depending on how closely you want to monitor Student activity you can adjust the frequency at which the thumbnails are refreshed.

1. Choose {Monitor}{Update} from the Control window drop-down menu.
2. Select the required time interval from the available options.

Show active application

When enabled, an icon will appear in the top right of each thumbnail indicating which application is currently active at the Student machine. In addition, if you have created approved and restricted application lists, a green (approved) or red (restricted) border will appear on the thumbnail, alerting you to any potential misuse of applications.

1. Choose {Monitor}{Show Active Application} from the Control window drop-down menu.

   Or

   Click the **Show Active Application** icon at the bottom of the Control window.

Show active website

Displays an icon in the bottom right of each thumbnail indicating which site the Student is currently visiting. If you have created approved and restricted web lists, a green (approved) or red (restricted) border will appear on the thumbnail, alerting you to any potential misuse of the Internet.

1. Choose {Monitor}{Show Active Web Site} from the Control window drop-down menu.

   Or

   Click the **Show Active Web Site** icon at the bottom of the Control window.

Show help requests

If enabled, this option highlights when a Student has outstanding help requests. A flashing Question Mark icon appears in the top right of the relevant thumbnail.

To enable/disable, choose {Monitor}{Show Help Requests} from the Control window drop-down menu.

Messenger Monitoring

NetSupport School extends its application control features with the availability of Messenger Monitoring. In addition to the ability to prevent Messenger applications running within the classroom, NetSupport School also provides real-time monitoring of specific Messenger applications presenting the Teacher with a real-time view of chat activity and content.

Notes:

- Due to security limitations within certain instant messenger applications, Messenger Monitoring only supports the following applications: Yahoo Messenger 8 or above, Google Talk and AIM (can be blocked but not monitored).
- Messenger restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

1. Choose {View}{Mode - IM View} from the Control window drop-down menu.
   Or
   Click the **Instant Messenger** icon on the left hand side of the Control window.
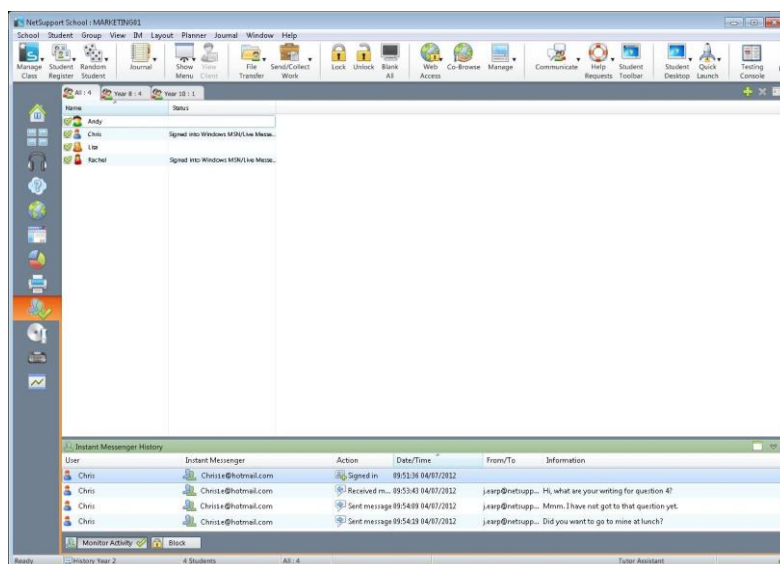
Identify Students' Instant Messenger Activity

In the List view, the Student icons can be viewed in two different ways. Choose {View}{Large icons/Details} or right-click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large icons" layout, an icon is displayed next to the Student icon showing that the Student is signed into Instant Messenger. If the List view is in "Details" layout, the Instant Messenger status for each Student is displayed.

You can filter the Instant Messenger activity by choosing {IM}{Filter}{Show Sign In/ Show Sign Out/ Show Messages/ Show File Transfer} from the Control window drop-down menu.

The lower panes can be minimised to make more room for the Student thumbnails. Click the 🙵 button.

Monitor Instant Messenger

1. Choose {IM}{Monitor} from the Control window drop-down menu.
    Or
    Click the **Monitor Activity** icon at the bottom of the Control window.
2. You can now monitor Students' Instant Messenger.

Note: If monitoring is enabled and you switch modes, an icon will be displayed on the Messenger tab to acknowledge that Messenger monitoring is currently switched on.

Block Instant Messenger

1. Choose {IM}{Block} from the Control window drop-down menu.
    Or
    Click the **Block** icon at the bottom of the Control window.
2. The Messenger status for the Students will now show as blocked.

Clear Instant Messenger history

Allows you to clear the Instant Messenger data from the List view. This data is not deleted; you can view this in the Instant Messenger history.

1. Choose {IM]{Clear} from the Control window drop-down menu.
2. The Instant Messenger data will be cleared from the List view.

View Instant Messenger History

This feature of Messenger Monitoring enables you to monitor the Messenger activity of connected Students and if required, store or print a permanent record.

1. In Instant Messenger View choose {IM}{History} from the Control window drop-down menu.
2. The Instant Messenger History dialog will appear.

   This provides details of the Students Instant Messenger activity during the currently connected session.
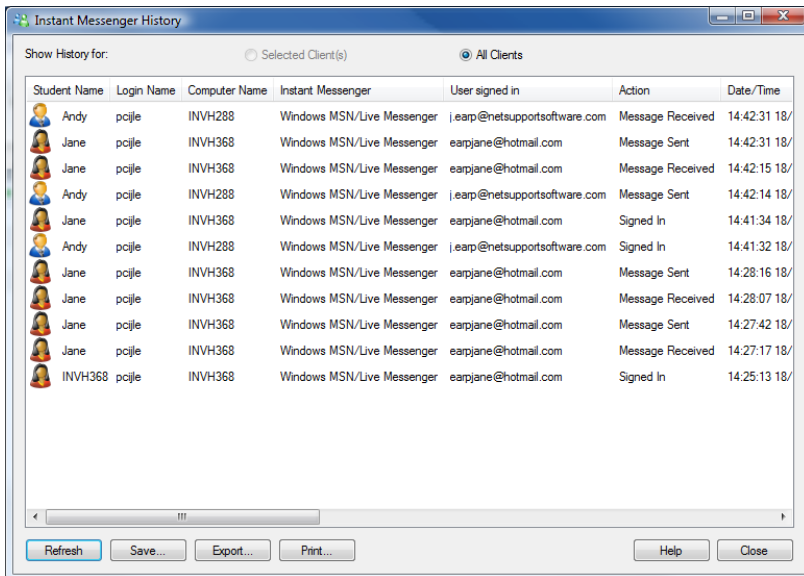
The available options are:

Show History for:
The list can be viewed by currently Selected Client or All Connected Clients.

Refresh
While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Print

Prints details of the currently displayed items.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Keyboard Monitoring

Allows the Tutor to monitor Students keyboard usage while using any approved application, providing a real-time insight into Student activity during a class. The Tutor can monitor the entire class, quickly viewing any typed content and keeping an eye on Student activity levels. To further enhance the monitoring process a Tutor can create 'Target' and 'Inappropriate' words lists when a Student types a word on the list it will be immediately highlighted.

The keyboard monitor also provides a perfect monitoring tool when Students are online in forums or search forms.

Note: Keyboard Monitoring is not available in the following languages: Korean, Simplified Chinese, Traditional Chinese, Arabic, Japanese and Russian.
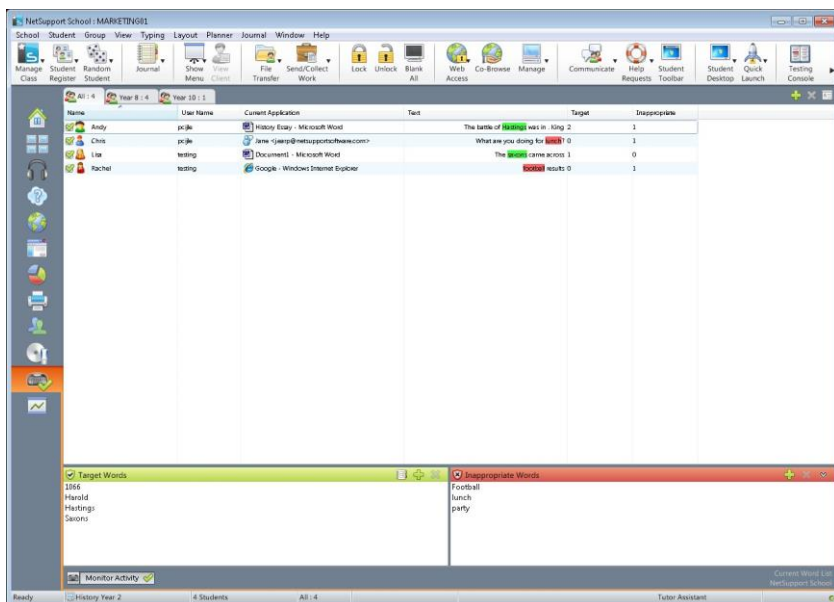
In 'Typing' mode you can view details of Target or Inappropriate words and use the available icons to:

- Create a new word list.
- Load an existing word list.
- Monitor Student Typing activity.

Note: "Details" layout is the default layout, you will be unable to view Keyboard monitoring in any other layout.

The lower panes can be minimised to make more room for the Student thumbnails. Click the ♥ button.

The current application will be displayed along with the text the Student is typing, any Target or Inappropriate words will be identified with either a green (Target) or red (Inappropriate) visual indicator. A count of how many Target/Inappropriate words that have been typed by each Student will also be displayed.

Note: Keyboard Monitoring can be setup at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

The lower panes can be minimised to make more room for the Student thumbnails. Click the ♥ button.

Monitoring activity
1. Choose {View}{Mode - Typing View} from the Control window drop-down menu.
2. Choose {Typing}{Monitor} from the Control window drop-down menu.
   Or
   Click the **Monitor Activity** icon from the bottom of the Control window.
3. An icon showing the current application running on the Student workstation will be displayed next to each Student along with any typed content and any Target/Inappropriate words will be identified.

Note: If monitoring is enabled and you switch modes, an icon will be displayed on the keyboard tab to acknowledge that Keyboard monitoring is currently switched on.

Setting up Word Lists

While Keyboard monitoring provides real-time tracking of what Students are typing, you can ensure Students are on track during the lesson by creating Target or Inappropriate Word lists. There may be certain words that you will expect Students to include during a written lesson. When a Student types a word on the list, it will be identified with a visual indicator, green (Target) or red (Inappropriate).

Notes:

- Word lists can be sent to the Student Journal, allowing the Student to refer back to this after the lesson. Choose {Typing}{ Add Target Word list to Journal} from the Control window drop-down menu.
- The Target Word list can be viewed in the Student Toolbar, choose {Typing}{Allow Students to View Target Words} from the Control window drop-down menu.

Add a word to your Target or Inappropriate list

1. Click **+** to add a word to your Target or Inappropriate list.
   Or
   Right click in the list box and select **Add Word**.
2. The Add Word list dialog will appear.
3. Type in the word to be added.
4. Click **OK**.
5. The word will appear under the Target or Inappropriate list.

Remove a word from your Target or Inappropriate list

1. To remove a word from the list, simply highlight the chosen word and click **X**.
   Or
   Right click in the list box and select **Remove Word**.

Create a new Word list

1. Choose {Typing}{Create new Word List}.
2. A dialog will appear. Enter a file name and click **Create**.
3. A new blank Word list will appear.

Open an existing Word list
1. Choose {Typing}{Load Existing Word List}.
2. Highlight the relevant file and click **Open**.
3. The existing Word list will appear.

Save a Word list
1. Choose {Typing}{Save Word List as}.
2. A dialog will appear. Enter a file name and click **Save**.
3. The current Word list will be saved.

Notes:
- Any changes that have been made to the new or existing Word list will be automatically saved when a new Word list is created or when you have exited from the NetSupport School program.
- The default Word list is saved as NetSupport School.wdl.

View Typing History

This feature of Keyboard Monitoring enables you to monitor the Keyboard usage of connected Students and if required, store or print a permanent record.

1. In Typing View choose {Typing}{History} from the Control window drop-down menu.
2. The Typing History dialog will appear.

   This provides details of the Students Keyboard activity during the currently connected session.
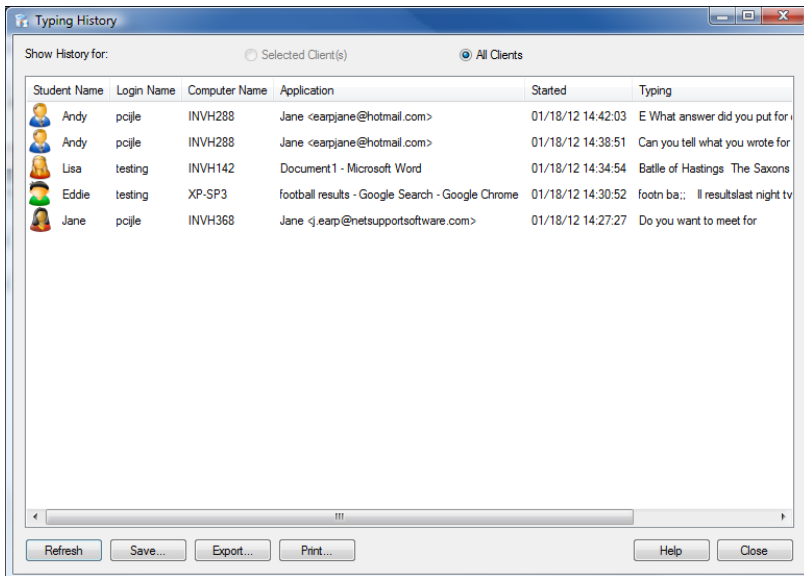
The available options are:

Show History for:

The list can be viewed by currently Selected Client or All Connected Clients.

Refresh

While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Print

Prints details of the currently displayed items.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Screen Capture

Screen Capture enables the Tutor to take a snapshot of the current Student screen whilst Viewing or Scanning and allows the Tutor to save the current screen contents to a file. The machine name, Student name, date, time and product name will also be recorded on the Screen Capture when saved.
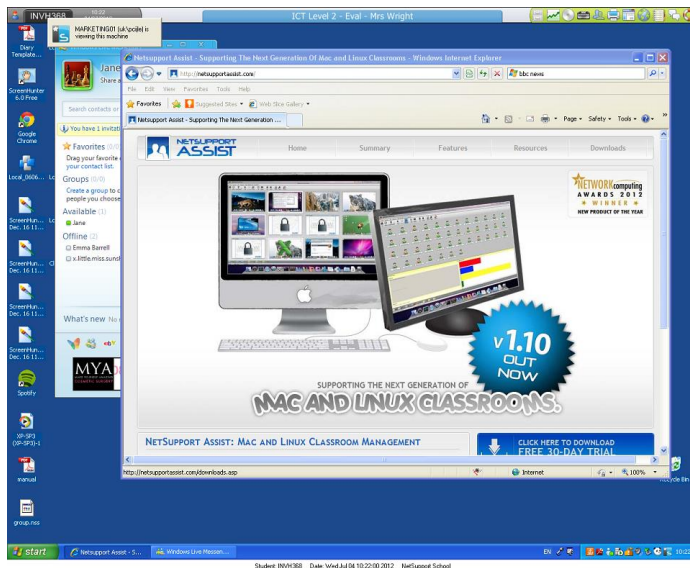
Capture a Students screen whilst Viewing

1. When viewing a Student choose {Tools}{Capture Screen} to capture the current screen contents.

    Or

    Click the **Capture** icon on the toolbar.
2. A Save As dialog will appear.
3. Type in a file name.
4. Choose one of the three different file formats, .BMP, .JPG, and .PNG.
5. Click **Save**.

Capture a Students screen whilst Scanning

1. When Scanning Student screens choose {View}{Capture Screen} to capture the current screen contents.
   Or
   Click the **Capture** icon on the toolbar.

Notes:

- When Scanning Multiple Students, a Student screen must be active (highlighted) for the Screen Capture feature to become available.
- When capturing in the Scan session (one Student at a time), Auto Scan is temporarily suspended until the Screen Capture operation is complete. Once complete, Auto Scan is re-enabled automatically and the Scan of the next Student continues.

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2. A Save As dialog will appear.
3. Type in a file name.
4. Choose one of the three different file formats, .BMP, .JPG, and .PNG.
5. Click **Save**.

Showing to Students

The Show feature enables the Tutor user to emphasise key learning points by displaying the information on their screen to a selected Student or group of Students. You can also show a stored replay file, audio file a video or an application that is currently running at the Tutor.

During a Show, the Tutor can nominate a selected Student to take over the demonstration, making them the Show Leader.

Note: When showing the Tutor screen to Students, the screen information is sent to each Student machine in turn. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines, this can affect performance. In these circumstances, NetSupport School's Broadcast Show facility can be enabled, see Control Configurator, Connectivity. This results in the screen information being sent to all machines simultaneously, thus improving the speed of transfer.

Whilst reducing overall network traffic generated by NetSupport School, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your network administrator before using this feature.

The Show can be sent to Students using multicast. The broadcast will only be sent to machines included in the specified IP multicast address.

To include a 'snapshot' of the screen in the Student Journal, click **Print Screen** during the Show or right-click the **Show** icon on the taskbar. A dialog will appear displaying the image to be added to the Journal, notes can be added to accompany the image.

To Show a Tutor screen
1. Click the **Show Menu** icon on the toolbar and choose **Show**.
2. Your desktop will be displayed to all connected Students.

Note: You can set the properties for a Show session: select {View}{Current Settings - Show} from the Control window drop-down menu.

Or

1. Choose {Student}{Show - Show} from the Control window drop-down menu.
    Or
    Right-click a selected Student icon and choose **Show**.
2. The Show dialog will appear.

In this dialog, you select the Student, or Students, that you will Show your screen to and set any associated properties.

Select what you would like to Show
NetSupport School will identify if the Tutor is running multiple monitors, giving you the option to choose which one to Show from the drop-down list. If you are unsure which the correct screen is, click **Identify**. Alternatively, select **Whole Desktop** to show all.

Select Recipients
Select the Student or Students that you will Show your screen to.

Show Options

Restrict Internet access to approved sites only during a show

Allows the Tutor to only access websites that are on the Approved Site list, preventing inappropriate websites being displayed to Students during a Show.

Set Show Mode at Client (Windowed, Full Screen or Maximise Window)

This option allows you to Show at the Student either in a small window, full screen or maximised window size. When showing in windowed and maximised window size the Student's mouse and keyboard are not locked.

Enable Audio

This turns audio support on. If you are Showing to only one Student, both the Tutor and Student can speak. If you are showing to many, only the Tutor can speak (Announce).

Show Hotkeys

To ensure that all actions performed by the Tutor are visible to the Students during a show you can enable the use of hotkeys. Any key combinations that the Tutor uses, e.g. CTRL+V, will be displayed in a balloon at both the Tutor and Student screens.

Notes:
- If using a mixture of key combinations e.g. ALT+V+T, NetSupport School will only display two consecutive keystrokes at any one time.
- This utility is only supported on Windows XP and above.

Send Physical Fonts

In order to reduce the volume of data being sent when sharing information of this nature, NetSupport School passes the font information by reference. The target workstation will refer to its own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn't the case you can send the full information. Check this box to enable.

Screen Scrape

NetSupport School's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

Create Replay File at Client

The Show session can be recorded and stored in a Replay File giving Students the opportunity to playback the session at a later date.

To end the Show

1. Click the **NetSupport School** button
   Or
   Double click the **Show** icon on the taskbar.
   Or
   Double click the NetSupport School Tutor icon on the desktop.
2. This will display the Show Suspended dialog.
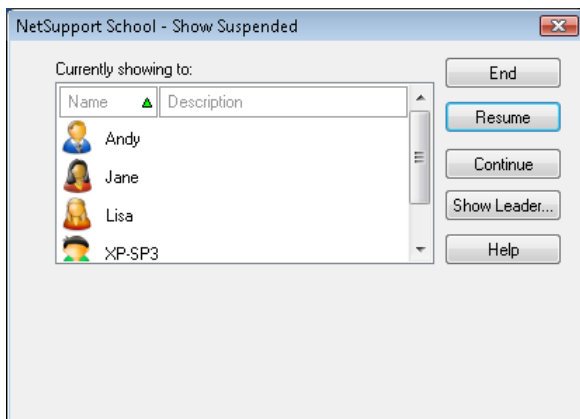
3. Click **End**.

Or

1. Right click the **Show** icon on the taskbar.

2. Click **End Show**.

Or

1. Use the hot key combination CTRL+ALT+END.

To enable the Tutor to continue working in the background while Showing
1. Click the **NetSupport School** button on the taskbar.
2. The Showing dialog will be displayed.
3. Click **Continue**.

The Control window will be displayed and the Title bar will indicate that the Show is suspended. You can now continue to use the Tutor workstation without the Students seeing what you are doing. The Student screens will still display the previous Show.

To resume a Show while suspended
1. Click **Resume** on the Control window toolbar.

Or

1. Choose {Student}{Show - Resume} from the Control window drop-down menu.
2. Clients will now see the application currently displayed at the Tutor.
3. The Showing dialog will be displayed on the Tutor screen from which you can choose to **End**, **Resume** or **Continue** the Show.

To end a Show while suspended
1. Choose {Student}{Show - End Show} from the Control window drop-down menu.
2. Students will now see their own display.

To set a Show Leader while suspended
With the Show suspended, the Tutor can assign Show Leader status to one of the selected Students. This unlocks the mouse and keyboard of the Student, enabling them to take over the demonstration. The Tutor continues to oversee the Show and can end the Show as required.
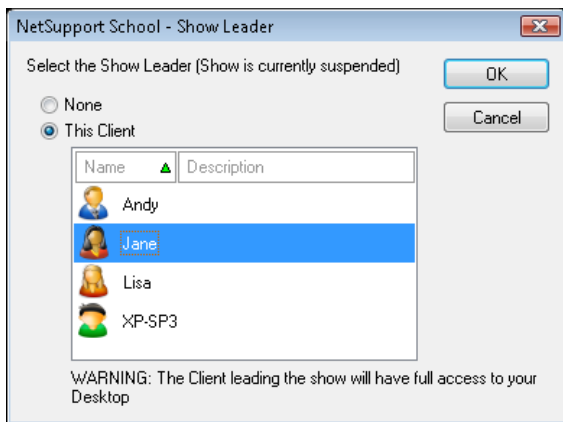
Show Leader

While the Tutor screen is being shown to the class, it may be appropriate for a Student to take over the demonstration. For this purpose, the Tutor can assign Show Leader status to a selected Student. The mouse and keyboard of the Show Leader's PC are unlocked and they can continue the presentation on the Tutor's behalf.

The Tutor can still interact simultaneously with the Show Leader and can suspend or end the session as required.

To create a Show Leader

1. Start Showing the Tutor screen to Students as normal.
2. When you are ready to create a Show Leader, click the **NetSupport School** button on the taskbar.
3. This will display the Showing dialog and the Show will be suspended. Student screens will still display the Tutor screen.
4. Click **Show Leader**.
5. The Show Leader dialog will be displayed.

Note:	If the **Show icon on taskbar** option has previously been selected, you can create a Show Leader by right clicking on the icon and choosing **Show Leader**.

6. Click **This Client** and select the Student to make Show Leader.

Note:	The Show Leader will have full access to your desktop.

7. Click **OK**.

8. The message 'You are leading the Show' will appear at the selected Students machine.

9. Click **Resume** to restart the Show.

The Show Leader and Tutor can now interact together in leading the Show.

Exhibit - Showing a Student's screen on Student screens

With NetSupport School, it is possible to Show the Tutor's screen to a number of connected Students. It is also possible to show an individual Student's screen on selected or all Students' screens. For example, Student 1 has produced some work, which you wish to show to rest of the class.

To Show a Students screen

1. Select the Student whose screen you want to show to the other Clients.
2. Choose {Student}{Show - Exhibit this Client} from the drop-down menu.

   Or

   Right click the Student icon and choose **Exhibit this Client**.
3. The Exhibit dialog will be displayed.
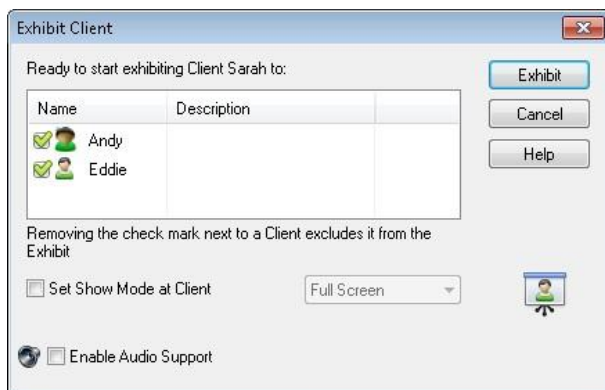
4. Select the Students you wish to include.
5. Set the Show Mode to be used at the Client screens, Full Screen, Windowed or Maximise window.
6. Click **Exhibit** to commence the Show.
7. The selected Student's screen will be then be displayed on the screens of the Tutor and the other Students. Only the Tutor and the exhibiting Student will be able to change the screen, with the keyboard or mouse.

Note: You can also exhibit a Student's screen to others by clicking the **Show Menu** icon, selecting the Student to exhibit from the drop-down list under **Exhibit** and then clicking **Exhibit**.

Switching between Full Screen and Windowed Mode At The Tutor

While the Show is in progress, the Exhibited screen appears 'windowed' at the Tutor. If preferred, you can switch to 'Full Screen' mode. A toolbar appears, from which the Tutor can perform a number of tasks.

To switch between Full Screen and Windowed mode

1. Select **Full Screen** from the toolbar.

    Or

    Choose {View}{Full Screen} from the drop-down menu.

Notes:
*   While in Full Screen mode, a floating toolbar appears.
*   To return to Windowed mode, click the **Full Screen** button on the floating toolbar or use the hotkeys <CTRL>+<LSHIFT>+<RSHIFT>.

Suspend or stop the Exhibit

The Tutor can choose to end the Show or temporarily suspend it. While suspended, the Tutor and/or Student can prepare a new demonstration in the background. The previously exhibited screen remains on the other Student screens until the Show is resumed.

To suspend the Exhibit

1. From the window toolbar or floating toolbar, choose **Suspend**.
2. While suspended, the Tutor and Exhibiting Student can work in the background. The other Student screens remain frozen.
3. To resume the Show, choose **Resume**.

To stop the Exhibit

1. From the window toolbar or floating toolbar, choose **Stop**.

Interactive Whiteboard

A full screen Interactive Whiteboard is provided, enabling the Tutor to use NetSupport School's annotation tools to highlight the screen and show the results to a selected group of Students.

Note: To include the Whiteboard image in the Student Journal Choose {Whiteboard}{File - Add to Journal} from the Control window drop-down menu or click the **File** icon at the bottom of the Control window and select **Add to Journal**.

---
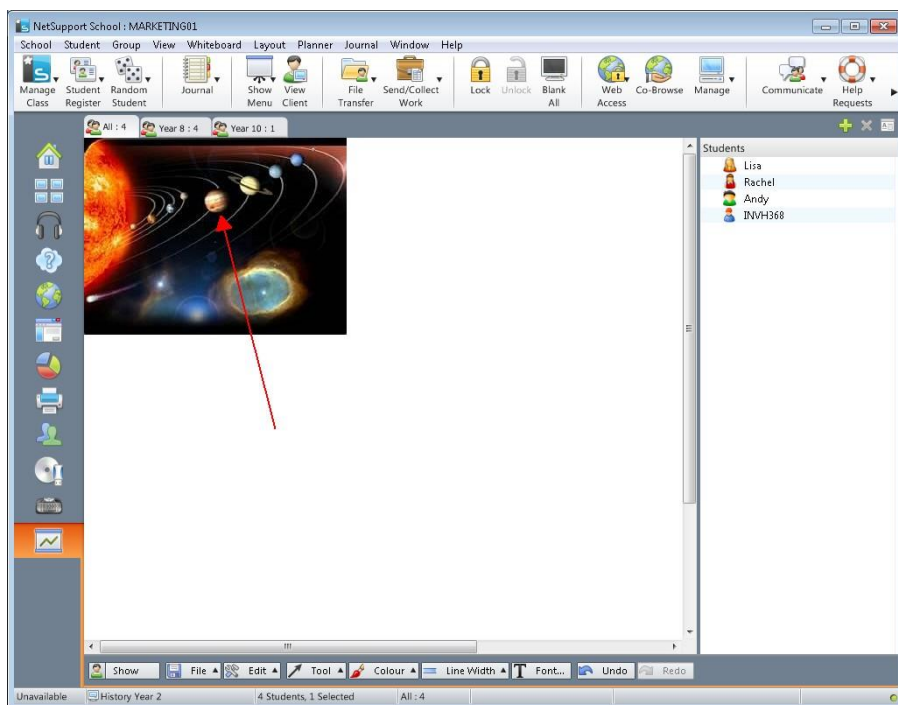
1. To switch to Whiteboard mode, choose {View}{Mode - Whiteboard View} from the Control window drop-down menu.

   Or

   Click the **Whiteboard** icon on the left hand side of the Control window.

2. Use the range of annotation tools to highlight the screen and add any stored graphics. Choose {Whiteboard} from the Control window drop-down menu.

    Or

    Select the relevant icons at the bottom of the Control window.

3. If required you can save the content of the Whiteboard for later use. Choose {Whiteboard}{File- Save Whiteboard}.

    Or

    Select the **File** icon at the bottom of the Control window and select **Save Whiteboard**.

To show the Whiteboard to Students

1. If showing a stored Whiteboard image, select {Whiteboard}{File – Load Image} from the Control window drop-down menu.

    Or

    Choose the **File** icon at the bottom of the Control window and select **Load Image**.

2. From the Group bar, select the group of Students to show the Whiteboard to.

3. Choose {Whiteboard}{Show Whiteboard} from the Control window drop-down menu.

    Or

    Select the **Show** icon at the bottom of the Control window.

4. The content of the Whiteboard will appear on the selected Student screens. The Tutor can continue to annotate the Whiteboard in real time.

5. To remove the Whiteboard from Student screens, select {Whiteboard}{Show Whiteboard} from the drop-down menu.

    Or

    Select the **Show** icon at the bottom of the Control window.

Whiteboard Leader

When Students are viewing the Whiteboard, they cannot initially annotate the screen themselves. However, the Tutor can nominate a Student to be the 'Whiteboard Leader'. This activates the annotation options at the selected machine. The Tutor can switch control to any of the other participants as required by selecting their icon in the Student list.
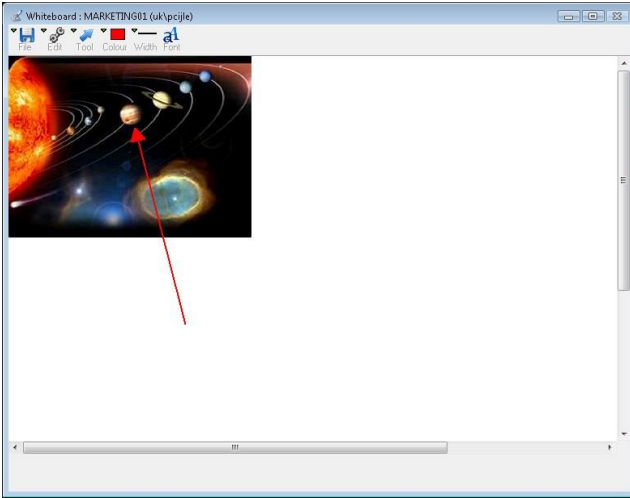
1. Select the required Student from the Student list.

2. Choose {Whiteboard}{Make Student Leader} from the Control window drop-down menu.

    Or

    Right click the required icon in the Students list and select **Make Leader**.

3. The Student can now use the available tools to add content to the Whiteboard.

4. Control can be switched to another Student by simply selecting their icon in the Student list and repeating step 2.

Note: The Whiteboard leader can send the current Whiteboard image to their Journal by selecting {Options}{Send to Journal} from the Whiteboard toolbar.

Annotating Screens

The Show, Exhibit and View features provide a useful Annotate tool that can be used to highlight areas of a Tutor or Student's screen in order to emphasise a key learning point.

To annotate a Show screen

While the Tutor screen is being shown, the teacher may want to draw the student's attention to a particular area. The Annotate tools can be used to highlight the relevant part of the screen.

1. While Showing, right click the **NetSupport School Showing** icon or the NetSupport School taskbar button and select **Annotate Screen**.
   Or
   Double click the **Annotate** icon.
2. The Annotate toolbar will appear.
3. Select the tool, colour etc and use the mouse to draw over the relevant part of the Tutor screen.

Notes:
- If you do not want the Student's to see the screen being annotated in real-time, click **Suspend**. This freezes the Show enabling the Tutor to continue working in the background. Click **Suspend** again to restart the Show, this refreshes the display at the Student screens.
- To include a screenshot of the Show in the Student Journal, select **Send to Journal** from the Annotate Options menu or use shortcut keys CTRL+ALT+Print Screen, you can also add notes to accompany the image.

To annotate a screen while Viewing

While viewing, the Tutor can use the Annotate tools to highlight a particular area of the Student screen. In Share and Watch Mode, the Student can also use the Annotate toolbar options. The Tutor can still use the other View window options while Annotating, Chat, File Transfer etc.

1. View the required Student.
2. Select {Tools}{Annotate} from the View window drop-down menu.
   Or
   Click the **Annotate** icon on the View window toolbar.
3. The Annotate Toolbar will appear.

To annotate a screen while Exhibiting

The screen of a Student that is being exhibited can be annotated in order to draw the attention of the other Students to a particular learning point. Depending on the mode being used, both the Tutor and/or the exhibited Student can use the Annotate options.

1. Exhibit the required Student screen.
2. Select {Tools}{Annotate} from the Exhibit window drop-down menu.
   Or
   Click the **Annotate** icon on the Exhibit window toolbar.
3. The Annotate Toolbar will appear.

Note: If you do not want the Student's to see the screen being annotated in real-time, click **Suspend**. This freezes the Show enabling the Tutor or exhibited Student to continue working in the background. Click **Resume** to restart the Show, this refreshes the display at the Student screens.

Annotate Toolbar
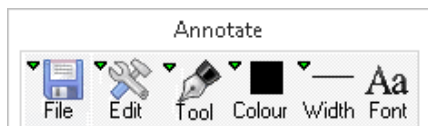
File

Save Screen   Saves the annotated screen to a file.

Save Selection   When the 'select region' tool is active, you can highlight an area of the screen and save it to a file.

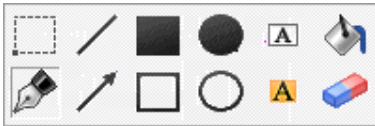Exit   Ends annotate but stays in Show, Exhibit or View mode.

Edit

Clear Annotations   Clears the annotations.

Undo   Undo the most recent annotation.

Redo   Redo an annotation that has been undone.

Tool   Choose from a range of tools with which to annotate the screen. For example, freehand draw, draw arrow, select region.

Colour   Sets the pen colour.

Width   Sets the width of the line.

Fill   Sets the colour and fill style.

Font   Sets text font.

Suspend   Suspends the Show allowing you to go back to the Control View window. (Not available when Viewing or Exhibiting)

End   Ends the Show and takes you back to Control View window. (Not available when Viewing or Exhibiting)

Audio Monitoring

Audio Monitoring allows the Tutor to monitor audio activity on all Students workstations. The Tutor is instantly alerted to any microphone or speaker/headphone activity at the Student and can select one of the displayed Student thumbnails to listen to the audio being played on that PC. Audio activity can also be recorded and played back to Students.
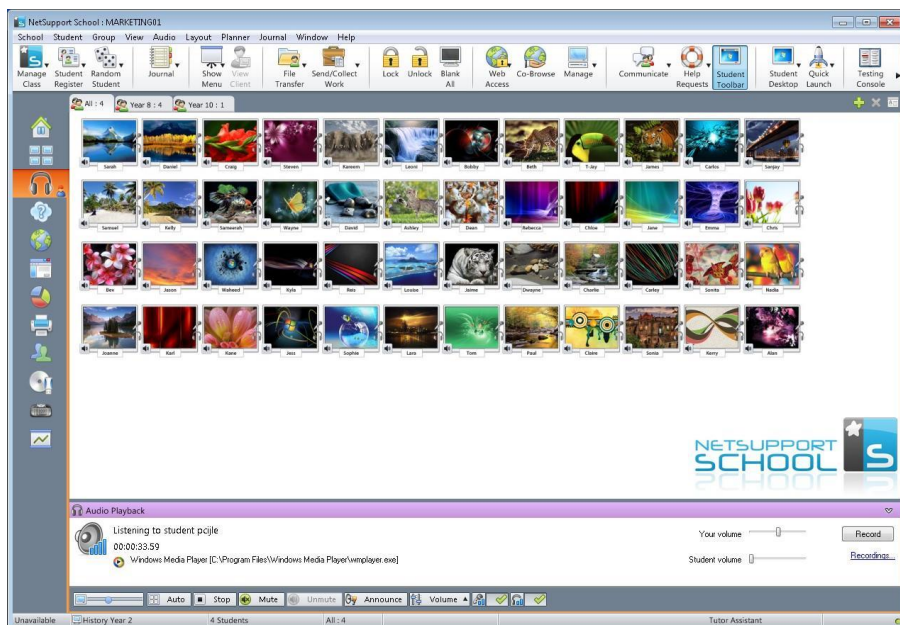
Notes:
- If the Student toolbar is enabled Students will be advised when their audio activity is being listened to or recorded.
- Windows XP/2003 64bit systems do not support audio output from software applications to be captured.

1. Choose {View}{Mode - Audio View} from the Control window drop-down menu.
   Or
   Select the **Audio** icon on the left hand side of the Control window.

A thumbnail of each connected Student screen is displayed, the microphone or headphone icon will flash on the Student thumbnail showing there is audio activity at the Student workstation.

The lower panes can be minimised to make more room for the Student thumbnails. Click the ♥ button.

Notes:
- You can remove the microphone and headphone icons from Student thumbnails by clicking the microphone and/or headphone icon at the bottom of the Control window, removing the green tick.
- Audio Monitoring can be setup at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Listen to Student audio
1. Select the required Student in the List view.
2. Select {Audio}{Listen to Student} from the Control window drop-down menu.
   Or
   Click the **Listen** icon on the required Student thumbnail.
   Or
   Click the **Listen** icon at the bottom of the Control window.
3. Details of the Student you are listening to, the active application and how long you have been listening is displayed in the Audio Playback window.
4. To stop listening, click the **Stop** icon at the bottom of the Control window.

Record audio activity
1. While listening to audio activity, click the **Record** button in the Audio Playback window.
2. The Audio Playback window will show that you are now recording the audio.
3. To stop recording and to carry on listening to the audio, click the Stop button in the Audio Playback window.

Note: To access all stored recordings, click the **Recordings link** in the Audio Playback window.

Volume control

You can control the volume at both the Tutor and the Student.

1. Click the **Volume** icon at the bottom of the Control window.
2. Adjust the volume controls. You can mute sound and lock the Student volume from here.
    Or
    While listening to audio use the slider bars in the Audio Playback window to adjust the volume.

Mute sound at the Student

Sound can be muted at all Student machines.

1. Choose {Audio}{Mute Sound} from the Control window drop-down menu
    Or
    Click the **Mute Sound** icon at the bottom of the control window.

Or

1. Click the **Volume** icon at the bottom of the Control window.
2. Select the **Mute** option.

Note: By default, sound will be muted at Students when locking the mouse/keyboard or blanking screens. This option can be disabled in the Student User Interface Configuration settings.

Customise thumbnail size

Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.

Use the slider on the **Size** icon at the bottom of the Control window to select the required size.

Auto-Fit size of Student thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Click the **Auto** icon at the bottom of the Control window.

Notes:
- You can send an audio announcement to Students headphones or speakers. Click the **Announce** icon at the bottom of the Control window. The Announce dialog will appear.
- Recordings can be played back to Students using the Show function.

Using Audio Support

NetSupport School allows you to use audible communications to connected Students, via microphones, headphones and speakers during View and Show. NetSupport School will only operate audio if the workstations have audio support installed.

Note: NetSupport School also allows you to monitor all Student audio activity, see Audio Monitoring for further information.

The Announce Function

This feature sends the audio announcement to all the selected students headphones or speakers. They will be able to hear the Tutor but will not be able to speak back.

To make an announcement
1. Choose {Student}{Announce} from the Control window drop-down menu bar.
   Or
   Click the **Announce** icon on the toolbar
   Or
   Click the **Communicate** icon drop-down arrow on the Control toolbar and select **Announce**.
   Or
   In Audio view click the **Announce** icon at the bottom of the Control window.
2. The Announce dialog box will appear, include (green tick), or exclude (red cross), Students from the announcement, then click the **Announce** button.
3. A dialog box will then appear indicating that you can now announce. Click **OK** when you have finished speaking.

Using Audio while Viewing

When viewing a Student, you can conduct a two way audible chat session.

To use audio while Viewing

1. Click the **Audio** button on the toolbar in the View window.
2. The audio options will be displayed. From here you can:
   - Turn audio on or off
   - Enable only the Control or the Client to talk
   - Set the microphone sensitivity
   - Select the audio quality.

The Mute toolbar button toggles the speaker and microphone on and off.

Using Audio while Showing

When Showing to a Student, you can conduct a two-way audible chat session.

To use audio while Showing

1. In the Show Configuration dialog box select the **Enable Audio Support** check box.
2. During the show only the Tutor has announce functionality.

The Audio settings set in the Control Configurator Audio option will apply during these sessions.

Adjusting Audio settings

You can adjust the audio settings within NetSupport School to match the capabilities of your multimedia workstations or to fine tune performance. However, you should note that the higher the quality of sound you select, the greater the volume of data that needs to be sent. This can affect screen update performance on slower workstations.

To access the volume controls

1. Right click the **Speaker** icon in the taskbar.

To change other options such as sound quality, do one of the following:

Global Method (Changes default setting for all Students)

1. Choose {View}{Current Settings – Audio} from the Control window drop-down menu

Individual Student method (During a Show or View)

1. While viewing the Student.
2. Choose {View}{Settings for Client – Audio} from the View window drop-down menu.
3. The Audio Setting dialog will be displayed. This allows you to set the following properties.

Volume Settings Adjustments

Threshold   Microphone sensitivity

Microphone   Volume of microphone

Speaker   Volume of speakers

Enable Options

On   Turn audio on

Off   Turn audio off

Talk   Set the Control audio to talk function only

Listen   Set the Control audio to listen function only

NetSupport School Video Player

NetSupport School provides exceptional multimedia support with full audio, video and remote control capabilities.

While the Video Player can be used to run a video file on the local workstation, NetSupport School's remote control capabilities combined with full audio support enable you to use this tool to enhance training sessions and demonstrations across multiple PCs simultaneously.

All standard video files, for example .avi and .mpg, are supported. The Video Player runs locally on each Student workstation and the video file can be accessed locally or from a network drive. If video files are stored locally the impact on the network is minimised as only the data to control the player, e.g. start, stop, pause and synchronisation packets, are sent. If each Student machine retrieves the video file from a network drive, you will place additional demands on the network.

For optimum performance, store the video files locally on each workstation, you may wish to use File Distribution to do this.

Other influencing factors will be:
- The number of Student workstations accessing the file.
- The speed of the network e.g.: 10/100 MB.
- The size of the video file.
- Student workstation memory/performance specification.
- Other traffic on the network.

Notes:
- If the video file to be played does not exist on the Student machine NetSupport School will automatically send it to the Student.
- If a Student workstation is required to retrieve files from a Server, for smooth operation, ensure that the Student workstation has sufficient access rights to the relevant drive and files.
- The quality of the display will be affected by the video adapter of the workstation and how the screen resolution is configured.

Play a video file on a workstation

1. Choose {Student}{Show - Show Video} from the Control window drop-down menu.
   Or

   Right-click a Student icon in the List view and choose **Show Video**.
   Or

   Click the **Show Menu** icon on the Control toolbar and choose **Show Video**.

2. The Show Video dialog will appear.
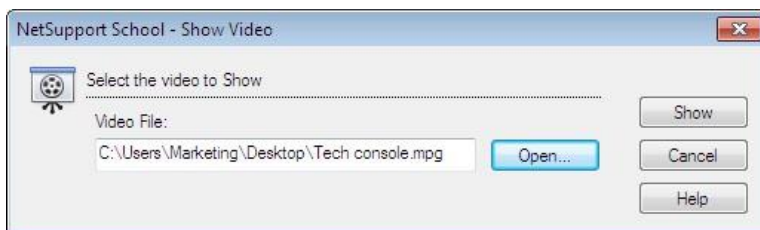
   In the Video File field enter the location and name of the required video, you can select **Open** to browse for the file.

3. Click **Show**.

   A check will be made to ensure that the video file is available at the Student. If not, the video file will be automatically copied to the Student machine.

4. When the video file is launched, the Video Player Control Panel appears. Standard operations are available, play, stop, pause etc.

   Note: While the video is running, the Student workstations are locked.

Playing Videos via Explorer

NetSupport School also provides an option to run videos from outside the Tutor program. Simply navigate to the required video file in Explorer and launch it from the folder where it is stored.

1. Navigate to the folder containing the video file.
2. Right-click the required video and select **Show with NetSupport School** from the drop-down list.
3. The Tutor program will load, connect to the Known Clients and display the Show Video dialog.

4. Confirm which Students to include, the video file will already be selected, and click **Show**.

NetSupport School Video Player Control Panel

The Video Player Control Panel operates in a similar manner to all audio and visual aids. Although the commands on the toolbar perform the same actions as would be expected please find a detailed explanation below.
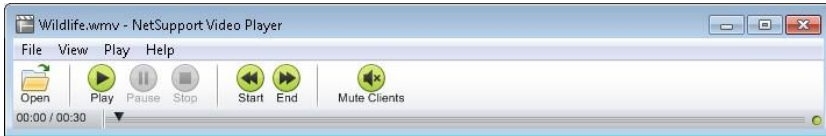
File Menu - The File drop-down menu contains the following options:

Open
Allows you to select and load the appropriate video file.

Close
Closes the open video file.

Exit
Shuts down the Video Player.

View Menu - The View drop-down menu contains the following options:
Toolbar
Hides and displays the Video Player toolbar.

Status Bar
Hides and displays the Status bar of the Video Player.

Zoom
Resizes the video screen.

Play Menu - The Play drop-down menu contains the following options:

Play
Starts the loaded video file.

Stop
Returns to the beginning of the loaded video file.

Pause
Blanks the Students video screen and pauses the video file at the Tutor workstation.

Repeat
The video file will be repeated until the Tutor stops this.

Start
Returns to the beginning of the video file.

End
Fast forwards to the end of the video file.

Mute Clients
If students are not using headphones while they are watching a video, the sound coming from each workstation can be distracting. This option turns audio off at the Student workstations but leaves it on at the Tutor machine.

Help Menu - Provides access to the on-line help and general version information.

Using Replay Files

When a Tutor remote controls a Student workstation they can record the screen, keyboard and mouse activity taking place. In addition, if the PCs are configured for audio, any narration that takes place can also be recorded.

The information is stored in a file that can be replayed at the Tutor machine and, if required, shown to other Students.

The Replay facility can be configured to record at all or individual Student machines. Local activity at the Tutor machine can also be recorded.

Once enabled, activity is recorded as soon as a View session is opened. Recording stops when the View session is closed, at which point the stored Replay File becomes available for playback.

A Show session can also be recorded enabling Students to playback the demonstration at their convenience.

By default, a Replay File is saved as a .rpf file, these can be converted to AVI or WMV video files. Pre-set options will be provided for converting Replay Files to video files. More advanced users can access the Replay conversion utility where you can control video resolution, audio quality, start and end points of the video and much more. To launch the Replay Conversion utility select {Start}{Programs}{NetSupport School} {NetSupport School Replay}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School Replay icon.

Note:	Replay Files store screen images and can, therefore, become very large. Good housekeeping plays a vital role in maintaining files of this nature. It is recommended that old files are deleted on a regular basis.

Record Replay Files for all Students

This procedure enables the Tutor to create a Replay File at any Student workstation that it remote controls.

1. Choose {View}{Current Settings - Replay Files} from the Control window drop-down menu. The Replay Files dialog will appear.
2. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at any Student machine.
3. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for audio, you can record any microphone narration from the Tutor. Check this box to enable.

   Note: Desktop sounds, music, etc, are unable to be recorded.
4. **Prefix Files With Client name**

   In order to identify each Replay File, file names are prefixed with the Client name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.
5. **In Folder**

   Specify where the Replay Files are to be stored.
6. Click **OK**.

Record Replay Files for Individual Students

This procedure enables Replay Files to be created at selected Student workstations.

1. View the required Student machine.
2. Choose {View}{Settings for Client - Replay Files} from the View window drop-down menu. The Replay Files dialog will appear.
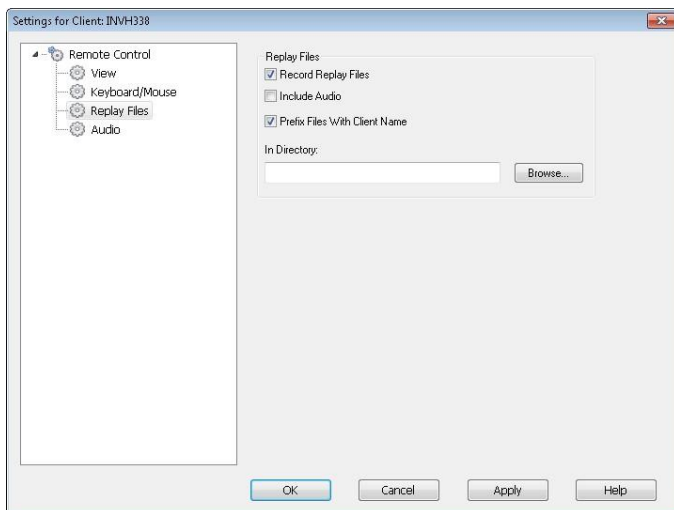
3. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at this Student machine.

4. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for audio, you can record any microphone narration from the Tutor. Check this box to enable.

   Note: Desktop sounds, music, etc, are unable to be recorded.

5. **Prefix Files With Client name**

   In order to identify each Replay File, file names are prefixed with the Client name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

6. **In Folder**

   Specify where the Replay Files are to be stored. A separate folder can be specified for each Student.

7. Click **OK**. Recording will start immediately, close the View session to stop recording.
8. Repeat steps 1-7 for any other Student machines.

Record Replay Files at the Tutor

Activity at the local machine can be recorded and shown to Students.

1. Choose {School}{Record Files} from the Control window drop-down menu.
2. The Replay Files dialog will appear. Existing Replay Files will be listed.
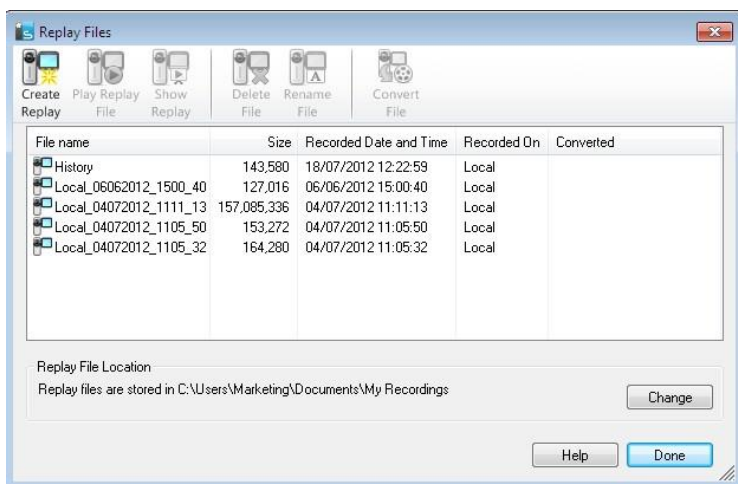
3. Click **Change** to specify where you want the Replay Files stored.
4. Click **Create Replay** to start recording. The **Recording** icon will appear in the taskbar.
5. To stop recording, double click the **Recording** icon.

By default, file names will be prefixed with 'Local' and the date and time of the recording. You can rename the file by over typing the default name. The Replay File will appear in the list.

Watching Replay Files

Stored Replay Files can be watched by Tutors and, if required, shown to Students.

At a local level, the NetSupport School Student program also provides a Replay option enabling Students to launch files.

At the Control

1. Choose {School}{Replay Files} from the Control window drop-down menu.
    Or
    If displayed, click the **Playback** icon on the toolbar.
2. Select the required Replay File and click **Play Replay File**.
3. The Replay window will open and start playing the file.
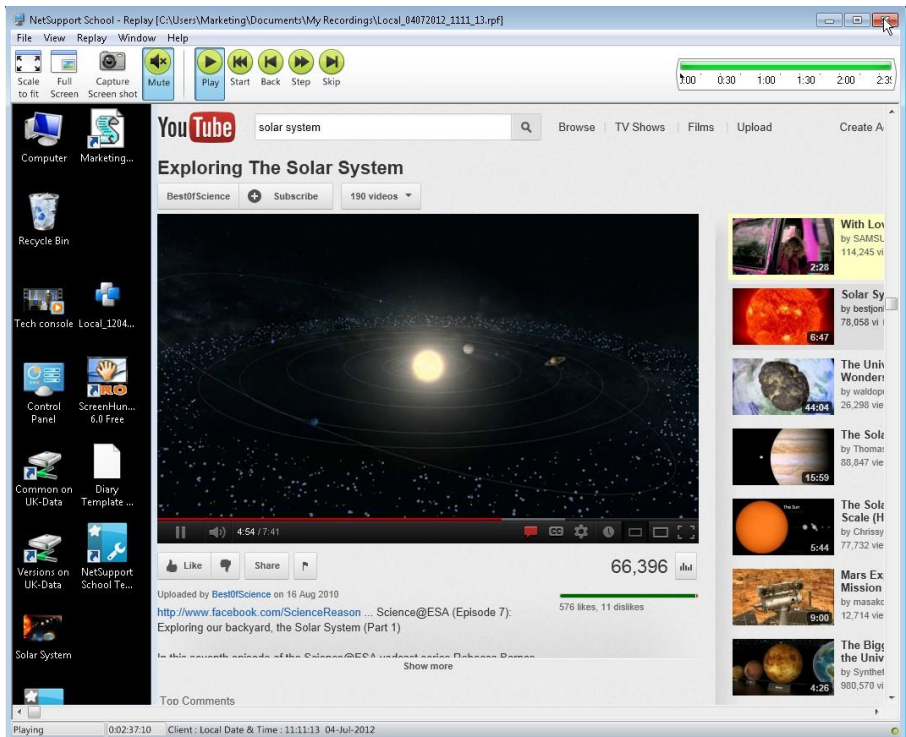
4. Choose {File}{Close} from the drop-down menu to close the window.

At the Student

1. Right-click the NetSupport School Student icon in the system tray and choose **Replay**.
   Or
   Double-click the Student icon and choose {Commands}{Replay} from the drop-down menu.
2. Navigate to the folder where the Replay Files are stored.
3. Select the file to replay.
4. Click **Open**. The Replay window will appear. Use the Replay Controls to start/stop the file.

Replay Window - Control Panel

When viewing a replay file in full screen mode a control panel is displayed, this provides the controls for playing the recorded information. The control panel contains a replay time index that indicates where in the Replay File you currently are and displays information about the file being played.

The individual sub-menus and available functions are:

Stop and play

The **Stop** button is shown when you are playing a replay file and the **Play** button when the file is stopped. Only one of these buttons is displayed at a time. The file is played until the end is reached or the pause marker is encountered.

Rewind

Start playing the file from the beginning if it is already playing otherwise moves the replay index to the beginning of the file.

Skip to previous marker

Moves the replay index to the previous activity marker or to the beginning of the file if there isn't one. These markers are added at points when lots of activity was recorded at the Student.

Frame advance

Advance the replay index to the next frame. Press and hold this button to fast-forward though the replay file.

Skip to next marker

Moves the replay index to the next activity marker or to the end of the file if there isn't one.

Mute

Turn audio on/off within the Replay File.

Other information

The current time index is displayed to the right of these controls in the hh:mm:ss.ms format. The name of the Student that the replay was recorded on, the date and time are displayed at the bottom of the window.

Replay marker

This marker can be positioned anywhere within the time frame of the Replay File. The marker is the small black triangle beneath the time index control. Click and drag this to the position where you want the file to stop playing. When the marker is encountered the replay stops, and you can then press play to continue past it.

Showing Replay Files to Students

Using NetSupport School's Show feature, a Tutor can show a stored Replay File to any number of connected Students.

1. Click the **Show Menu** icon on the Control toolbar and choose **Show Replay**.
   Or
   Choose {Student}{Show - Show Replay} from the Control window drop-down menu.
   Or
   Choose {School}{Replay Files} from the Control window drop-down menu and select **Show Replay**.
2. The Show Replay dialog will appear.

3. Browse for and select the required Replay File.
4. Click **Show**.
5. The Replay window will open at the Tutor machine and start playing the Replay File to the selected Students.
6. Click **End** on the Replay window toolbar to end the show.

Converting Replay Files to Video Files

NetSupport School Replay files can be converted to video files allowing them to be played outside of NetSupport School on a range of media players. Replay files can be converted to WMV and AVI formats.

Converting Replay Files
1. Select {School}{Replay Files} from The Control window.
2. The Replay Files dialog will open.
3. Select the Replay Files to convert and click **Convert File**.
4. The wizard will guide you through the conversion process.

Using the Replay Conversion Utility
For more advanced options when converting Replay Files, a Replay Conversion utility is provided allowing you to control video resolution, audio quality, start and end points of the video and much more.

Note: The Replay Conversion utility is installed by default when installing the NetSupport School Tutor or Tech Console. You can also install the utility as a standalone component.

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1. Select {Start}{Programs}{NetSupport School}{NetSupport School Replay}.

   Note: On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the **NetSupport School Replay** icon.
2. The Replay conversion utility will open.
3. Browse for the required Replay File and set the required properties.
4. Click **Start Encoding**.

Show Application

The Show feature enables you to display the Tutor screen to Students. However, if a number of programs are open at the Tutor, there may be occasions when you want to show a single application in isolation.

To show an application

1. Choose {Student}{Show - Show Application} from the Control window drop-down menu.

    Or

    Right-click a selected Student icon and choose **Show Application**.

    Or

    Click the **Show Menu** icon on the Control toolbar and choose **Show Application**.

2. The Show Application dialog will appear.
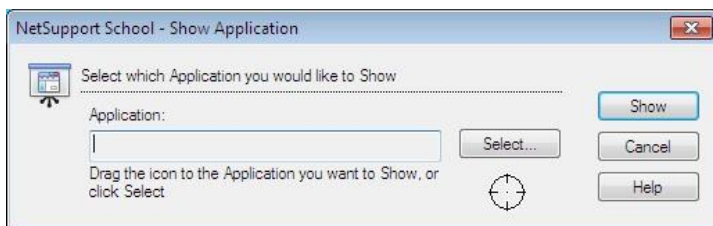
3. Drag the icon to the required application on the Tutor's desktop and release. (A pink border will appear around the selected application as you move the mouse around the desktop)

    Or

    Click **Select** and choose the application from the displayed list.

    Note: NetSupport School will identify if the Tutor is running multiple monitors, giving you the option to confirm which one the selected application is sited on. If you are unsure which the correct screen is, click **Identify**. If only one monitor is detected, select **Whole Desktop**.

4. Click **Show**.

Chatting to Students

NetSupport School allows you to Chat to any number of connected Students simultaneously, via a scrolling text window.

To Chat to Students
1. Select the Students or group of Students you want to Chat to in the List View. If you do not select a Student icon, all connected Students will be included.
   Choose {Student}{Chat} from the Control window drop-down menu.
   Or
   Click the **Communicate** icon on the Control toolbar and choose **Chat**.
   Or
   Right click an individual Student and choose **Chat**.
2. The Chat Properties dialog will appear.
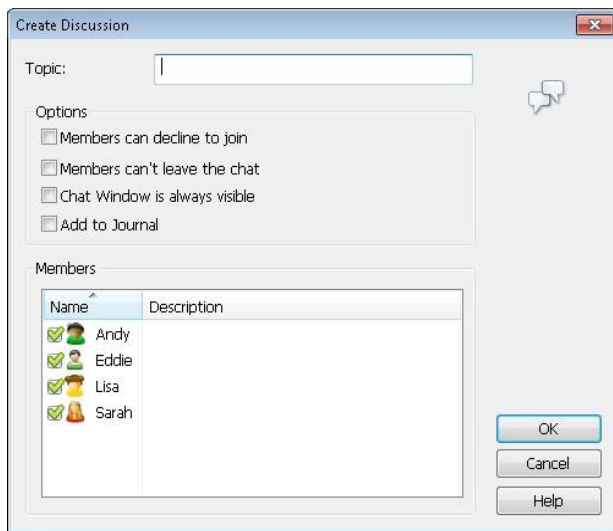
The Chat Properties dialog has the following options:

Topic
If required, enter a title or description for the subject to be discussed in the Chat session. This will appear in the Title bar of the Chat window that is displayed at the Student machines. If left blank, the Tutor name will appear.

Members
To exclude Students from the Chat session, remove the check mark next to the Student name.

Options

Members can decline to join
If checked, a message will appear at the Students machine inviting them to join the Chat session. They can choose to join or decline.

Members can't leave the chat
If checked, the option for Students to leave the Chat session will be removed.

Chat Window is always visible
If checked, the Chat window remains on the Students' desktop for the duration of the Chat session. Members cannot minimise the window.

Add to Journal
Adds the contents of the Chat session to the Student Journal.

Confirm which Students to include in the Chat session and select any additional properties that should apply. Click **OK** to start the Chat session.

4. The Chat window will appear at the Tutor and Student workstations.
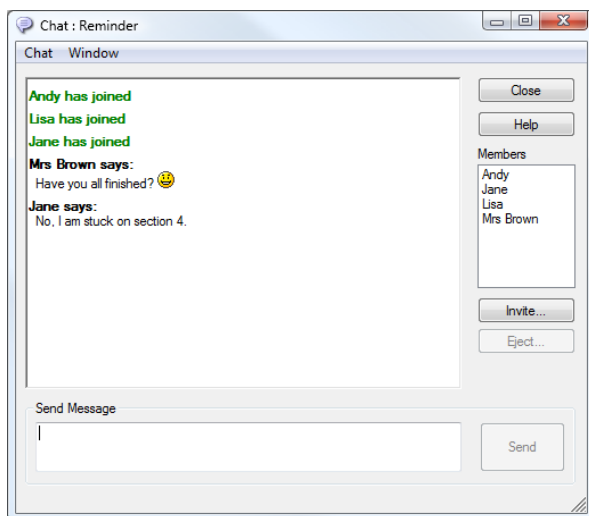
The Chat Window

This window is displayed at each participating member's machine and lists the progress of the Chat session. Only the Tutor or Group Leader can add or remove Students from the session.

Unless the option is disabled in the Chat Properties dialog, Students can choose to leave the session.

The following options are available from the Chat Window:-

Chat Menu

The content of a Chat session can be stored for future reference.

Choose **Save As** to create a file containing the text or choose **Copy** to be able to paste the Chat content into another application or file.

Each message is restricted to 128 characters. Check **Auto Send long message** to automatically send the message when the limit is reached.

You can add the content of the Chat session to the Student Journal by selecting **Add to Journal**.

Window Menu

Only the Tutor's Chat window will have a window drop-down menu. This menu enables you to swap between opened screens or tile them.

Chat Progress

The main body of the Chat window is used to record the progress of a Chat session. It holds details of members who have joined or left the discussion, as well as the messages that have been sent by each member.

Send Message

This is where you type your comments. Type the message and press Enter or click **Send**. Each message is restricted to 128 characters. You can automatically send the message when the limit is reached, select {Chat}{Auto Send long Message} from the Chat window drop-down menu.

Note: Emoticons can be included within the message.

Close
Ends the Chat session.

Members
Members currently included in the Chat session are listed here. The Tutor can add or remove Students from the Chat session as required. Unless disabled, Students have the option to leave the session of their own accord.

Invite
The Chat Properties dialog is initially used to select the Students to include/exclude from the Chat session. To add Students when the Chat session is in progress, click **Invite**. The Add Members dialog will appear, select the required Students and click **Add**. You can send a copy of the Chat progress to new members by checking the **Send discussion history** box.

Note:	Students that have been removed or have decided to leave the Chat session can be invited back.

Eject
To remove Students from the Chat session, select the Student in the Members list and click **Eject**. Ejected Students can be invited back into the session if required.

Notes:
- Students can also initiate Chat sessions by opening the Student Main window and choosing {Commands}{Chat}.
- By default, the Student can only Chat to the Control. However, the Tutor can enable the option for Students to Chat to each other by selecting {View}{Current Settings - User Interface - Student} from the Control window drop-down menu and checking **Student to Student Chat**.

Chat to a Student whilst viewing
1. Choose {Tools}{Chat} from the View window drop-down menu.
   Or
   Click the **Chat** icon on the toolbar.
2. The Chat window will appear on the Tutor and Student workstation.

To end Chat
1. Choose {Close} from the Chat window.

Sending a Message to Students

With NetSupport School, you can send a message to all connected Students or the currently selected Students. If you send the same message on a regular basis, you can store up to four pre-defined messages.

To enter and send a new message
1. Select the Students you want to send the message to.
2. Right click and choose {Message}{Message}.
   Or
   Choose {Student}{Message - Message} from the Control **window** drop-down menu.
   Or
   Click the **Communicate** icon on the Control toolbar and select **Message**.
   Or
   If displayed, click the **Message** icon on the toolbar.
3. The Message dialog box will appear. Choose whether to send the message to all connected Students or only the currently selected Students. Enter the message and decide whether to show the message at the Students PCs for a specified time.

   Note: If the Student Journal has been started you will have the option to add the message to this.

4. Click **Send**. The Message will be displayed in a dialog at the Student screens and will remain until the user closes the dialog or the specified time limit expires.
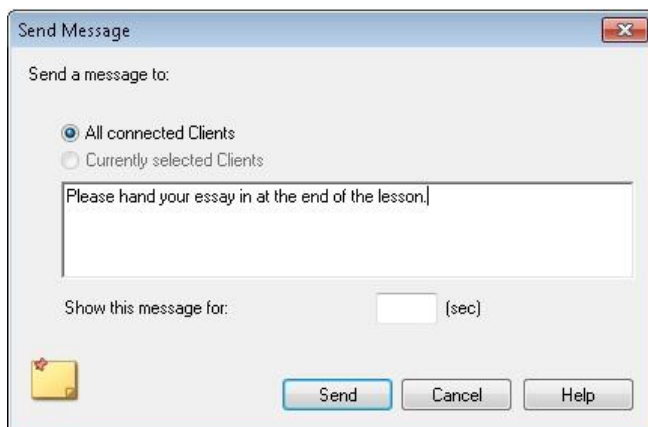
To send a quick message

1. Click the **Communicate** icon on the toolbar.
2. Enter the message under **Quick Message** and click **Send**.
3. The message will be sent to all connected Students.

Send a Message Whilst Viewing

1. Choose {Client}{Message} from the View **window** drop-down menu.
    Or
    Click the **Send a Message** icon on the toolbar.
2. The Send Message dialog box will appear.
3. Enter your message.
4. Click **Send**.

The message will be displayed on the Student screen currently being viewed by the Tutor and will remain until the Student clicks **OK**.

Creating Preset Messages

You can store up to four commonly used text messages that can be quickly broadcast to Students using the Message feature.

1. Click **Communicate** on the toolbar and select **Edi**t under **Preset Messages**.
    Or
    Select {Student}{Message - Preset Messages} from the Control window drop-down menu.
    Or
    Right-click a Student icon and choose **Message** - **Preset Messages**.
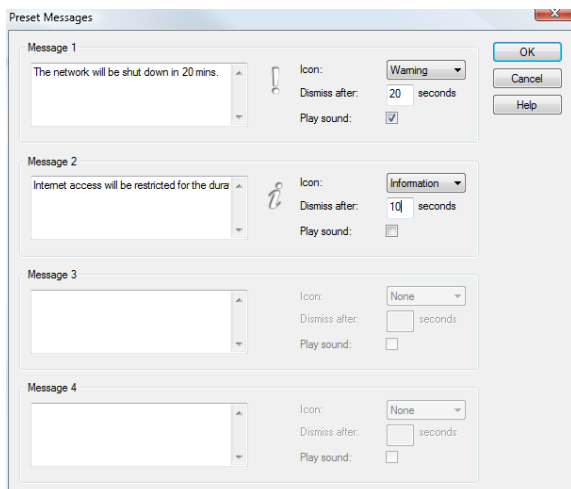
2. Enter the required text message(s).
3. Set any additional properties for each of the messages.
    *   Indicate how long the message should remain on the Students screen.
    *   Choose an icon to be displayed alongside the message. This can be used to quickly identify the type of message, Information, Question, Warning, and Stop.
    *   You can further highlight the message by playing a sound at the Student machine.
4. Click **OK** when ready.

To send a pre-defined message
1. Select the required Student icons.
2. Right-click and select **Message**.
    Or
    Choose {Student}{Message} from the drop-down menu.
    Or
    Click the **Communicate** icon.
3. Each of the pre-defined messages will be displayed, click the required item to send the message to Students.
    Or
    To create a new message, select **Preset Messages**.

Help Requests

NetSupport School allows a Student to request help from a Tutor. They do this either by selecting the Request Help command from the Student menu (assuming that it has not been configured for quiet mode, which hides the Student icon) or by pressing the hotkeys set in the Student Configurator.

Note: If the Student Toolbar is enabled, Students can request help by clicking on the **Help request** icon.

To request help
1. Press the hotkeys, usually ALT+LSHIFT+RSHIFT.
   Or
   Click the **Help Request** icon in the Student toolbar.
2. This opens a dialog box into which they type the message.
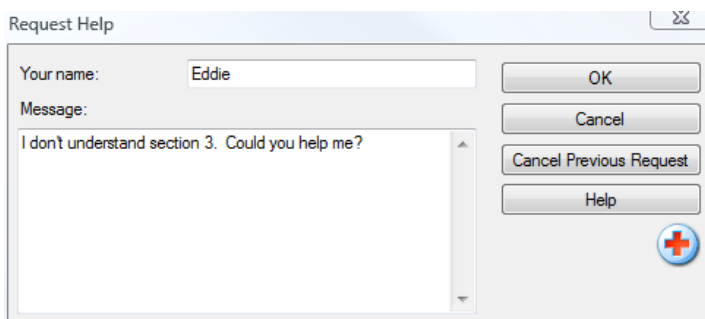
3. Click **OK**.
4. The Help Request will then be sent to the connected Tutor.

Note: Students can send an alert to the Tutor when work is complete, they need help or they need urgent help. They do this by clicking the Help Request icon in the Student toolbar, selecting an option from the Alert Teacher drop-down list and clicking Alert. The Student toolbar will change colour depending on the alert selected. The Student icon at the Tutor will change colour to notify the Tutor what alert has been raised; green for work is complete, amber for help needed and red for urgent help needed.

The Tutor can request support directly from a lab technician or network manager, a **Get Support** icon will be displayed in the Control window toolbar allowing the Tutor to chat or send a message directly to the lab technician or network manager. This feature will need to be enabled in the Tech Console, speak to your lab technician or network manager for further information.

If a Student raises a Help Request an alert will be raised at the Tutor, provided it currently has that Student connected. Any outstanding Help Requests will be visible to the Tutor with a **Help Request** icon displayed next to the Student and a badge indicating the number of outstanding help requests on the toolbar. This will show until that Help Request has been cleared.

To display current Help Requests

1. Choose {School}{Help Requests} from the Control window drop-down menu bar.
   Or
   Click the **Help Request** icon on the toolbar.
2. The Help Request window will open and list the requests. If there are any help requests pending since the last time the Tutor connected to the Student, the Help Request window will be open as the Tutor initialises.
3. By clicking on the **View Client** or **Chat** toolbar buttons, you can reply to the Student's Help Request.

Note: If a Student has raised an alert at the Tutor, the Student icon at the Tutor will change colour to notify the Tutor what alert has been raised; green for work is complete, amber for help needed and red for urgent help needed. You can switch these alerts off in the Tutor configuration.

Transferring Files

NetSupport School includes sophisticated File Transfer functionality that enables you to transfer files to and from the Tutor and Student.

Note: File Transfer functionality can be configured by clicking the **File Transfer** icon on the toolbar and selecting **File Transfer** options.
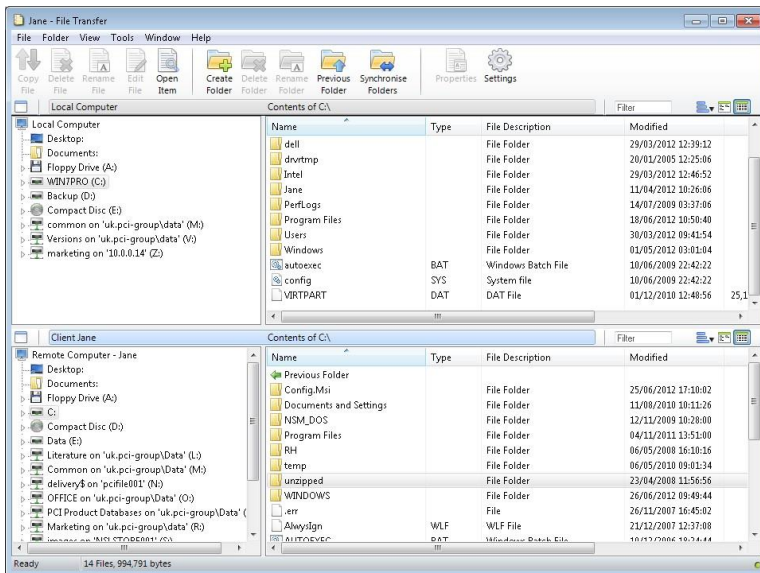
The Tutor's folder structure and the files in each folder are displayed in the top half of the window. The Student's folder structure and the files in each folder are displayed in the lower half of the window.

To copy files and folders from a Tutor to a Student

1. Select the required Student in the List view.
2. Click the **File Transfer** icon on the toolbar and choose **File Transfer**.
   Or

   Choose {Student}{File Transfer} from the Control window drop-down menu.
   Or

   Right-click the selected Student icons and choose **File Transfer**.
   Or

   If you are viewing the Student, select the **File Transfer** icon on the View window toolbar.

3. The File Transfer window to that Student will open.
4. From the Student Tree view, select the destination drive or folder into which the items will be copied.

> **Note**: The path to any open folders (Explorer windows) on the Student desktop is displayed at the top of the File Transfer window to enable quick selection. This is only supported on Windows Vista and above.

5. From the Tutor List select the item(s) to be copied to the Student.
6. Click the toolbar **Copy File** button.
7. A confirmation dialog will be displayed, click **Yes**.

Notes:
- The required item(s) can also be 'dragged' from the Tutor view and 'dropped' into the appropriate folder in the Student view.
- When a file is transferred to Android Students, it will be copied across to the File Explorer for the Students to access.

To copy files and Folders from a Student to a Tutor

1. Select the required Student in the List view.
2. Click the **File Transfer** icon on the toolbar and choose **File Transfer**.

   Or

   Choose {Student}{File Transfer} from the Control window drop-down menu.

   Or

   Right-click the selected Student icons and choose **File Transfer**.

   Or

   If you are viewing the Student, select the **File Transfer** icon on the View window toolbar.

3. The File Transfer window to that Student will open.
4. From the Tutor Tree view, select the destination drive or folder into which the items will be copied.

> **Note**: The path to any open folders (Explorer windows) on the Student desktop is displayed at the top of the File Transfer window to enable quick selection. This is only supported on Windows Vista and above.

5. From the Student List view, select the item(s) to be copied to the Tutor.
6. Click the toolbar **Copy File** button.

7. A confirmation dialog will be displayed, click **Yes**.

Note: The required item(s) can also be 'dragged' from the Student view and 'dropped' into the appropriate folder in the Tutor view.

To transfer files between Students

With NetSupport School's File Transfer it is also possible to copy files and folders between two Students. To do this, connect to each Student and display the File Transfer window for each.

Arrange the File Transfer windows so you can see both and simply drag file/folders from one Student to the other.

You can see more of a Students files and folders by moving the horizontal sizing bar or clicking on the **Maximise** button located above the Clients folder tree.

Deleting files and folders

You can delete files and folders from either a Tutor or Student machine using the File Transfer window.

To delete a file
1. Select the file you wish to delete.
2. Click the toolbar **Delete File** button.
3. A confirmation dialog will be displayed, click **Yes**.

To delete a Folder
1. Select the folder you wish to delete.
2. Click the toolbar **Delete Folder** button.
3. The Remove folder dialog will be displayed.
4. Select the **Include Contents** check box.
5. Click **Yes**.

Notes:
*   You cannot remove more than one folder at a time. If you have several folders selected in the List view when performing the Delete operation, only the last selected folder will be removed.
*   By default, all files deleted from the Local pane will be sent to the Recycle bin, this can be changed in the File Transfer settings.

Distributing Files

As well as enabling you to transfer files to and from individual Students, NetSupport School also allows you to distribute files to multiple Students simultaneously.

You can distribute files to:

- All connected Students.
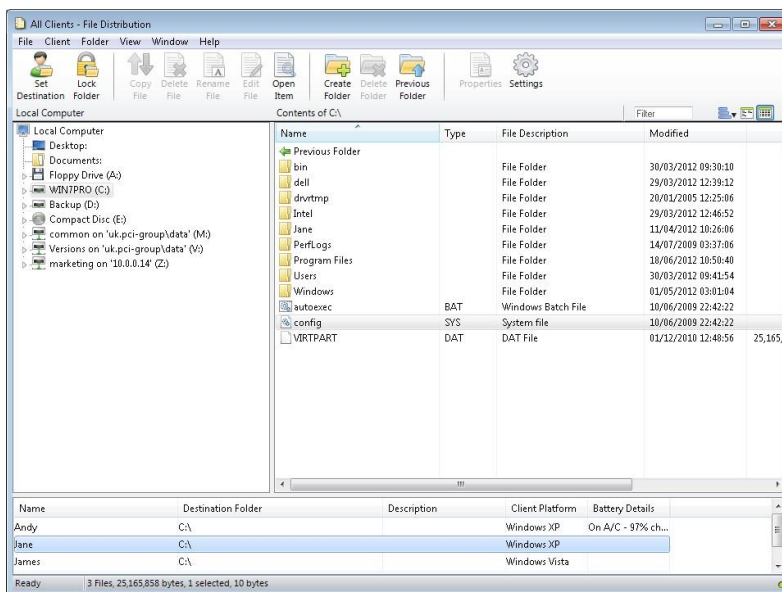- Selected Students.
- A pre-defined group of Students.

Note: When distributing files to Students, the files are sent to each Student machine in turn. In some network environments where there is limited network bandwidth available or when broadcasting to larger numbers of machines, this can affect performance. In these circumstances, NetSupport School's Broadcast File Distribution facility can be enabled. This results in the files being sent to all machines simultaneously, thus improving the speed of transfer.

Whilst reducing overall network traffic generated by NetSupport School, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your network administrator before using this feature.

File Distribution can be sent to Students using multicast. The broadcast will only be sent to machines included in the specified IP multicast address.

To distribute files to a defined group of Students

1. Select the appropriate tab from the Group bar in the Control window.
2. Click the **File Transfer** icon drop-down arrow on the toolbar, selecting **File Distribution** from the list of features.
   Or
   If displayed, select the **File Distribution** icon on the toolbar.
3. The File Distribution window will appear.

4. From the Local pane Tree view, select the item(s) to be copied to the Students.
5. The location on the Student workstations where the files/folders are copied to is called the destination folder. Unless otherwise specified, the Student destination folder will be the same as the item(s) location on the Tutor workstation. If the Student does not have the same folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.
    Or
    To set a specific destination folder on the Student workstation, select the Student icon in the Remote pane and click **Set Destination** in the toolbar. Specify a destination then click **OK**.
6. Click **Copy**.

To distribute files to a selected number of Students
1. Click the **File Transfer** icon drop-down arrow on the toolbar, selecting **File Distribution** from the list of features.
    Or
    If displayed, select the **File Distribution** icon on the toolbar.
2. The File Distribution window will appear.
3. In the Remote pane indicate which Students you wish to copy files to by checking the tick box beside the Student name.

4. From the Local pane Tree view, select the item(s) to be copied to the Clients.

5. The location on the Student workstations where the files/folders are copied to is called the destination folder. Unless otherwise specified, the Student destination folder will be the same as the item(s) location on the Tutor workstation. If the Student does not have the same folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.

   Or

   To set a specific destination folder on the Student workstation, right click the Student icon in the Remote pane and choose **Set Destination**. Specify a destination then click **OK**.

6. Click **Copy**.

Note: When a file is distributed to Android Students, it will be copied across to the File Explorer for the Students to access.

Sending and Collecting Work

The Send/Collect Work feature enables you to send a document or a number of documents to individual or multiple Student workstations. You can then collect Students' responses on your workstation.

To send work

Two methods are available for sending pre-prepared work files to Student workstations:

- **Quick Send** is useful for one-off operations where you want to send work to all connected Students or a defined group of Students.
- **Advanced Send** enables you to store the properties of an operation that will be performed regularly and provides greater flexibility as to which Students the work is sent to.

To send work using quick send

1. Decide which Students to send work to, all or a defined group. You cannot select individual Students using Quick Send.
2. Choose {School}{Send/Collect Work – Quick Send} from the Control window drop-down menu.

   Or

   Click the **Send/Collect Work** icon on the Control toolbar and choose **Send Work**.
3. The Quick Send dialog will appear.
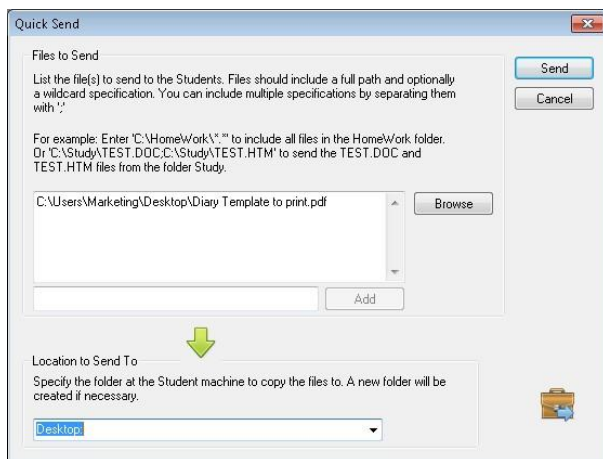
4. List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ';'
   Or
   Click the **Browse** button to locate the file(s).
   Or
   Enter the path for the file or folder in the edit box and click **Add**.
5. Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.
6. Click **Send**.
7. The result of the operation will be displayed for you to check that the work has been sent successfully.

To send work using advanced send

1. Decide which Students to send work to, all or a defined group. You will have the opportunity to exclude Students if required.
2. Choose {School}{Send/Collect Work - Advanced} from the Control window drop-down menu bar.
   Or
   Click the **Send/Collect Work** icon on the Control toolbar and select **Send/Collect**.
3. The Send/Collect Work wizard will open.
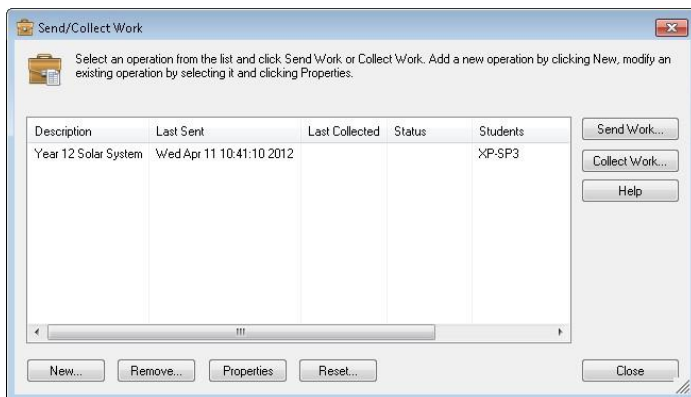
4. Select an operation from the list and click **Send Work**. The Select Students dialog will appear.
   Or
   Add a new operation by clicking **New** and completing the wizard.

Once work has been sent to the Students you will be able to see the current status from the Send/Collect Work icon drop-down menu. You can toggle between showing Students who have completed their work or those with items remaining.

The Students can open work items from the Student toolbar and click when a work item is complete, this will then update the status in the Send/Collect Work icon drop-down menu.
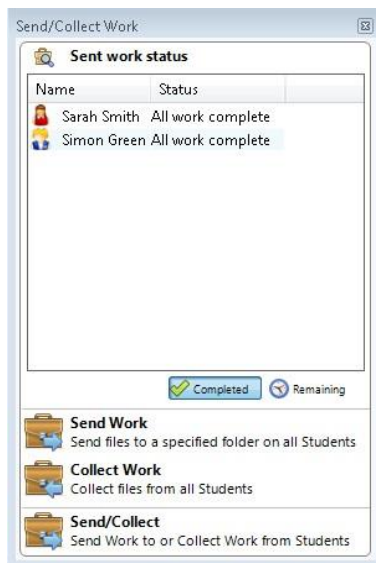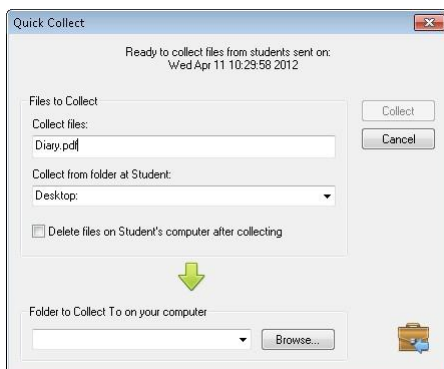

To collect work

Two methods are available for retrieving completed work files from Student workstations:

- The **Quick Collect** option remembers the last file(s) sent via Quick Send and provides a quick and easy method for retrieving the work back at the end of a session.
- **Advanced Collect** lets you select the file(s) to retrieve from a list of pre-defined Send/Collect operations and provides greater flexibility as to which Students the work is collected from.

To collect work using quick collect

1. Choose {School}{Send/Collect Work – Quick Collect} from the Control window drop-down menu.
    Or
    Click the **Send/Collect Work** icon on the Control toolbar and select **Collect Work**.
    Or
    If displayed, click the **Collect Work** icon on the Control toolbar.
2. The Quick Collect dialog will appear.

3. Specify the name of the file(s) to collect. e.g. ***.*** or **Test1.TXT;Test2.TXT**
4. Specify the folder that the file(s) are stored in, e.g.: C:\TEMP, and whether you want to remove the file from the Student workstation after it has been collected.
5. Specify the folder on the Tutor workstation to collect the file(s) in, e.g.: C:\ TEMP
6. Click **Collect**.
7. The result of the operation will be displayed for you to check that the work has been collected successfully.

To collect work using advanced collect

1. Choose {School}{Send/Collect Work - Advanced} from the Control window drop-down menu bar.
    Or
    Click the **Send/Collect** icon drop-down arrow on the Control toolbar and select **Send/Collect**.
2. The Send/Collect Work wizard will open.

3. Select the required operation from the list and click **Collect Work**.
4. The Select Students dialog will appear. Select the Students that you want to retrieve the file(s) from.
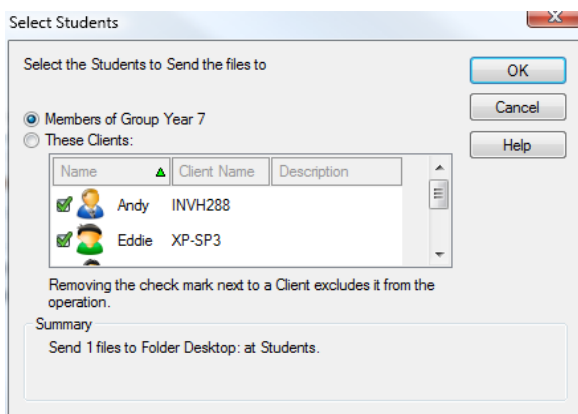
5. Click **OK**.
6. The result of the operation will be displayed for you to check that the work has been collected successfully.

To change the properties of an operation

1. Choose {School}{Send/Collect Work - Advanced} from the Control window drop-down menu bar.
   Or
   Click the **Send/Collect Work** icon on the Control toolbar and select **Send/Collect**.
2. The Send/Collect Work wizard will open.
3. Select an operation from the list and click **Properties**.
4. The Properties dialog will appear.
5. Adjust as necessary.

Remotely Launching applications on Student workstations

This feature allows you to execute or open a software application, on a Student or a group of Student workstations without actually Remote Controlling them. For example, after showing Students how to use a MS Office application you might want to start the application on their workstations.

Note: The application itself must be installed on, or available to, the Student workstations.

To launch an application on a Student workstation

1. Select the required Student.
2. Choose {Student}{Launch Application} from the Control window drop-down menu.
3. The Launch Application dialog will appear.
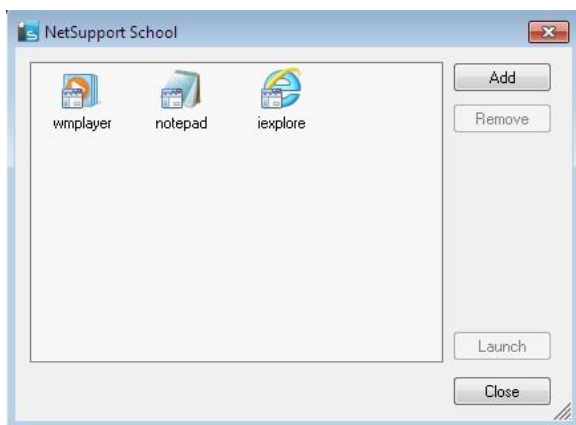
4. Click **Add**.
5. Enter the name and path of the application to execute at the Student. Or
   Click the **Browse** button and select an executable application on the Tutor workstation.

Notes:
- Check that Student applications are stored in the same location as the Tutor to ensure successful execution.
- If you want to launch a specific file with the application, you must separate the two instructions with quotes. For example, **"C:\Program Files\Microsoft Office\Excel.exe" "C:\My Documents\Accounts.xls"**.

6. Click **OK**.

7. The application icon will be displayed in the Launch Application dialog and saved for future use.

   Note: If you only want to execute applications to Students that are logged on select the option **Execute Only if the Client is Logged on**.

8. Select the required application and click **Launch**.

Note: Before clicking **Launch** you have the option to tick the **Show Errors** box. This will notify you of any errors when launching applications at Students. This option is only available will launching to multiple Students.

To launch an application on a group of Students

1. Select the required Group tab.
2. Choose {Group}{Launch Applications} from the Control window drop-down menu bar.
3. The Launch Application dialog will appear.
4. Click **Add**.
5. Enter the name and path of the application to launch at the Students.
   Or
   Click the **Browse** button and select an executable application on the Tutor workstation.

   Note: Check that Student applications are stored in the same location as the Tutor to ensure successful execution.

6. Click **OK**.
7. The application icon will be displayed in the Launch Application dialog and saved for future use.

   Note: If you only want to execute applications to Students that are logged on select the option **Execute Only if the Client is Logged on**.
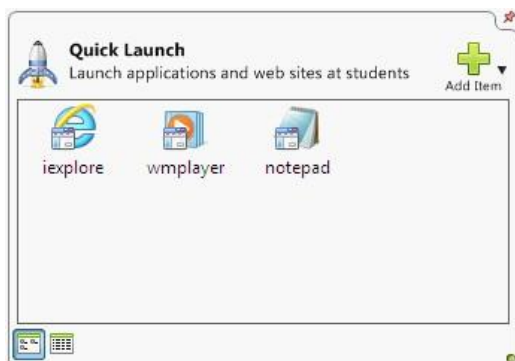
8. Select the required application and click **Launch**.

Launch an application on a Student workstation whilst viewing

1. Choose {Client}{Launch Application} from the View window drop-down menu.
    Or
    Click the **Launch Application** icon on the toolbar.
2. The Execute at Client dialog will appear.
3. Select the required application and click **Launch**.
4. Select the application to launch or click **Add** to add a new one.

Quick Launch
Enables you to launch an application or website to Students without having to direct your way through the drop-down menus.

1. Click **Quick Launch** on the toolbar.
2. Click **Add Item** and select to add either an application or website.
    Or
    Drag the required application into the window.
3. Right click the required application or website and select **Launch at Students**.

Note: You can edit the properties of a saved application or website. Right click the required item in the Quick Launch window and click **Properties**.

To edit a saved executable application
1. Open the Execute Application dialog.
2. Select the Application to edit.
3. Click **Properties**.
4. Edit the required details and click **OK**.
5. Click **Close**.

To remove a saved executable application
1. Open the Execute Application dialog.
2. Select the Application to remove.
3. Click **Remove**.
4. Click **Close**.

User Defined Tools

As well as allowing a Tutor to launch applications at Student workstations, you can automatically run a task on a Tutor workstation using a Defined Tool.

To add a tool

1. Choose {School}{Tools – Edit} from the Control window drop-down menu.
2. The User Defined Tool dialog will appear.
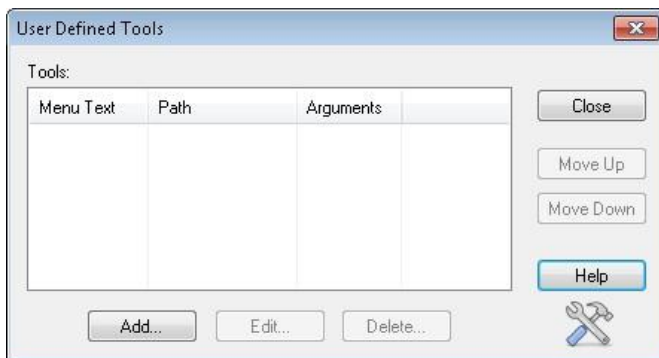
3. Click the **Add** button.
4. The Add Tool dialog will appear.
5. Enter the required information.
6. Click **OK**. The new tool will be listed on the Tools menu.
7. Click **Close**.

To run a tool

1. Choose {School}{Tools} from the Control window drop-down menus.
2. Select the tool you wish to run. The tool will automatically run.

To edit a tool

1. Choose {School}{Tools – Edit} from the Control window drop-down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to edit.
4. Click the **Edit** button.
5. The Edit dialog will appear.
6. Edit the appropriate information, click **OK**.

To delete a tool

1. Choose {School}{Tools – Edit} from the Control window drop-down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to delete.
4. Click the **Delete** button.
5. A confirmation dialog will appear, click **Yes**. The tool will be removed.

Rebooting or Logging out Students

Having connected to a Student or group of Students, you are able to remotely log out or reboot the Student workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

To reboot or log out a Student

1. Select a Client or group of Students.
2. Choose {Student}{Power Management - Reboot or Logout} from the Control window drop-down menu.

    Or

    Click the **Manage** icon drop-down arrow on the Control toolbar and select **Reboot** or **Logout**.

    Or

    If displayed, click the **Reboot** or **Logout** icon on the toolbar.
3. A message will appear, confirming the Student(s) included in the reboot/log out.
4. Click **Yes** to continue.

To reboot or log out a Student whilst viewing

1. Choose {Client}{Reboot or Logout} from the View window drop-down menu.
2. A message will appear, confirming the Student included in the reboot/log out.
3. Click **Yes** to continue.

Web Control Module

The Web Control Module is used to monitor and control the websites visited by connected Students. A record of sites visited in a session can be stored and, if required, the Tutor can restrict or approve the use of specific URLs. In addition, the Tutor can temporarily suspend all Internet access.

Note: Supported Internet Browsers for Internet metering and restrictions are IE 5.5 or higher, Microsoft Edge, Firefox 2 or higher and Google Chrome. The following supports Internet restrictions only: Opera 9 and higher.

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1. Choose {View}{Mode - Web View} from the Control window drop-down menu.
   Or
   Click the **Web Control** icon on the left hand side of the Control window.
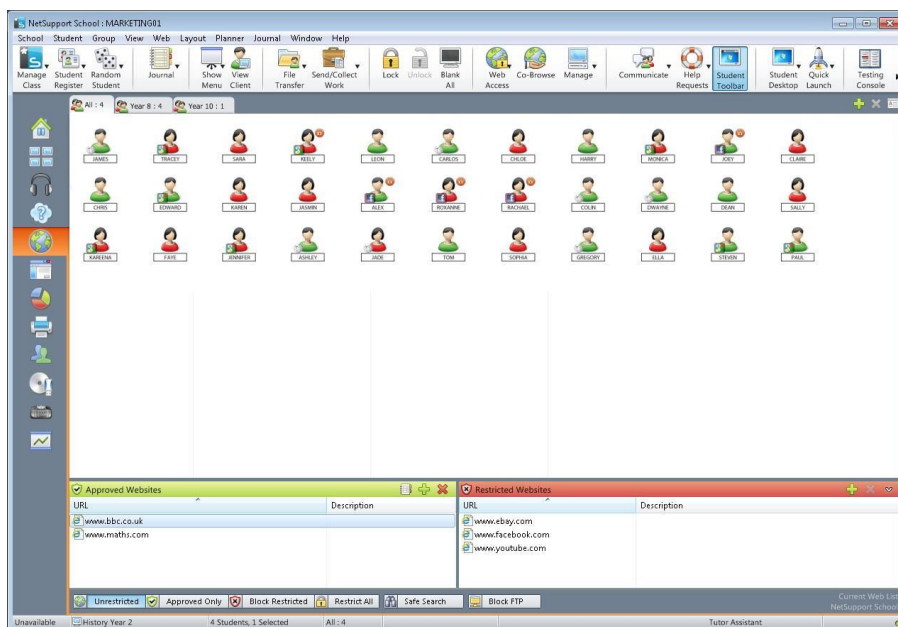
In 'Web' Mode, you can view details of Approved or Restricted Websites and use the available icons to:

Unrestricted	Revert back to unrestricted access if restrictions have been in place.
Approved Only	Activate the "Approved Site list". The Student will only be able to view URLs that are in the approved list. All other URLs are blocked. When the Student accesses the internet, they are forced to choose an Approved Site rather than being able to surf at will.
Block Restricted	Activate the "Restricted Site" list. The Student will not be able to view URLs that are in the restricted list but will be able to view all other URLs.
Restrict All	Block all access to the Internet.
Safe Search	Activate "Safe Search" mode. Stops inappropriate websites being displayed while Students are using search engines.
Block FTP	Activate "Block FTP" sites. Block Students from accessing FTP sites.
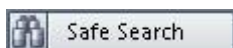
Notes:
- A padlock will be displayed next to the Web Control view icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration.
- Safe Search, Block FTP, Approved only and Block restricted functions are not currently available for NetSupport Assist Students.

The Web Control Module can be used to perform the following functions:

Identify websites currently running on the Student workstation

In the List view, the Student icons can be viewed in two different ways. Choose {View}{Large icons/Details} or right click in the List view and select one of these options to change the layout of the Student icons.

The lower panes can be minimised to make more room for the Student thumbnails. Click the ♥ button.

An icon is displayed next to the Student icon informing the Tutor of the current Student activity. This icon will be the default Internet Explorer icon or a personalised URL icon.

Large icons

Details

If the URL is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the URL icon to make identification easier.

If the List view is in "Details" layout, then a list of all other URL's running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student icons can also be rearranged by the Tutor. Right click in the List view and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

By Name	Student icons will be arranged in alphabetical order according to their Client name/ display name/ Student Register name.
By Current Website	Student icons will be arranged in alphabetical order according to the current URL the Student is viewing.
By All Websites	Student icons will be arranged in alphabetical order according to the running URL's on the Student workstation.
By Policy	Student icons will be arranged in alphabetical order according to the current policy set in the Tech Console. This option will only be displayed if there is a policy in force.

Selection of one of the above options is identified by a blue dot.

Auto Arrange	If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A blue tick will identify selection of this option. To deselect this option, simply re-click **Auto Arrange** and the tick will disappear.
Ascending	If this option has been selected, the student icons will appear in ascending order according to the previously selected option above. A blue tick will identify selection of this option. To deselect this option, simply re-click **Ascending** and the tick will disappear. This will arrange the Student icons in descending order.
Align to Image Centres	This option will only be available if a background image has been set to tile. This will align the Student icons to the centre of the image.

Close the current/running website on a Student workstation

1.   To close a URL on a Student workstation choose {View}{Details}.
2.   The Details List view will appear.
3.   Right click a URL icon under **Current Web Site** or **All Web Sites**.
4.   Choose **Close Browser**.

The URL will be closed at the Student machine and the URL icon will disappear from the List view.

Note:	By right clicking on a URL icon in the Approved or Restricted list, the Tutor is able to close a URL on all connected Students, by choosing **Close at Students**.

Change the current website running on a Student workstation

1.   To change the current URL running on a Student workstation choose {View}{Details}.
2.   The Details list view will appear.
3.   Right click a URL icon listed under **All Web Sites**.
4.   Choose **Activate**.

5. The newly activated URL will now replace the current URL running on the Student workstation.
6. The icon listed under **Current Web Site** will be replaced with the newly activated URL icon.

Launch a website on all connected Students
1. Right click a URL icon in the **Approved Sites** list.
2. Choose **Send to Students**.
3. The URL will be launched on all connected Student workstations.
4. In the List view, the launched URL icon will appear in the current website list.

Or

1. Highlight a URL in the **Approved Applications** list.
2. Drag and drop the highlighted URL into the List view.
3. The URL will be launched on all connected Student workstations.
4. In the List view, the launched URL icon will appear in the current website list.

Setting up an Approved or Restricted Website List

Approved Sites

When activated, the Student is only able to view the URLs specified on this list. A page will appear at the Student machines displaying the list of approved sites that they can choose from. This will only appear if the Student Toolbar is disabled.
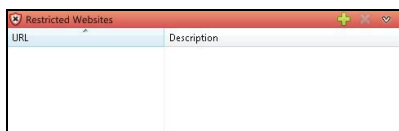
Restricted Sites

When activated, the Student is unable to view the URLs specified on this list. However, all other sites, even those that are not on the Approved list, can be viewed.

Notes:
- By default, keywords are entered to prevent/ allow a Student to view a URL that includes these keywords. This can be used to deal with websites that are re-directed.
- To ensure Students are only viewing the appropriate pages in a website you can approve/restrict Sub-URLs, specific web pages and have different parts of the same website approved/restricted. i.e. www.bbc.co.uk/learning can be restricted but www.bbc.co.uk/learning/history can be approved. Students will only be able to view pages relating to history and not view pages relating to Science or English.
- Web restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Add a website to your approved or restricted list

1. Click **+** to add a URL to your Approved or Restricted list.
   Or
   Right click in the list boxes and select **Add Website**.
2. The Add Website dialog will appear.
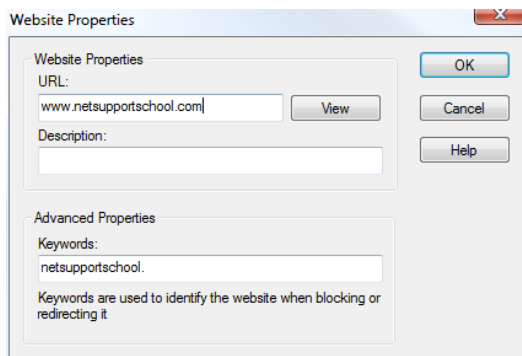
2. Type in the website address under URL, e.g. www.netsupportschool.com
4. Click **View** to check that the URL website address is correct.
5. Type in the description, e.g. NetSupport School (this is optional).
6. Click **OK**.
7. The URL icon and description will appear under the Approved or Restricted list.

Or

1. Choose {View}{Details}.
2. Right click a URL icon in the List view under **Current Web Site** or **All Web Sites**
3. Choose **Add to Approved List**.
   Or
   Choose **Add to Restricted List**.
4. The URL icon and description will appear under the Approved or Restricted list.

Note: You can also add a URL to the Approved or Restricted list from the Co-Browser.

Remove a website from your approved or restricted list
1. To remove a URL from the list, simply highlight the chosen URL and click **x**.
   Or
   Right click in the list boxes and select **Remove Site**.

Apply approved or restricted websites
Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students, select their icons in the List view
2. To apply these restrictions choose {Web}{Allow Approved Websites Only or Block Restricted Websites}
   Or
   Click the relevant restriction icon at the bottom of the Control window.
   Or
   Click the **Web Access** icon on the Control toolbar and choose Approved Only or Block Restricted.
3. To acknowledge which restriction has been activated, an appropriate indicator will appear next to the Student icons (Large icons only). Red for restricted, green for approved.

4. If a Student is currently viewing a website included in the activated restriction list, they will be redirected to a message stating that the URL has been blocked by the Tutor.

Notes:
*   You can amend the URL that restricted websites will be redirected to. Choose {School}{Configuration}{Administration - Security} from the Control window drop-down menu and enter the required URL under Redirect URL.
*   Full internet redirection is supported on Internet Explorer, Netscape (in IE Mode) and browsers that provide IE-based rendering. For Mozilla and Firefox, the browser window will close.
*   You can specify a time limit that certain Internet permissions apply for. Select {Web}{Allow access for limited time}. Once the time limit has expired, the permission will revert to "Block All".
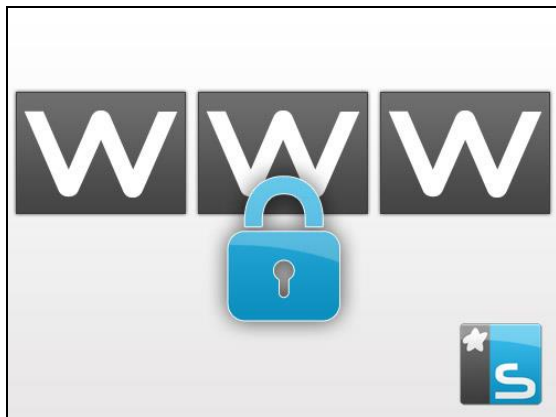
End approved or restricted websites

1. To remove the restrictions for individual Students, select their icons in the List view.
2. Choose {Web}{Unrestricted Access} from the drop-down menu
    Or
    Click the **Unrestricted** icon at the bottom of the Control window.
    Or
    Click the **Web Access** icon on the Control toolbar and choose Unrestricted.
3. The green or red indicator will be removed from the selected Student icons.

Note: Because internet browsers often hold the results of recent web access attempts in cache memory, lifting an internet restriction may not appear to take effect immediately. If this happens, you may have to restart the browser. The same situation may arise if you are using an application which requires Internet access to a site that has been blocked. Once the restriction has been lifted, you may need to restart the application for it to recognise the change.

Block all web access

Allows you to block all access to the internet for Students. An indicator will appear next to the Student icons to confirm internet usage is suspended.

Note: If the Block All icon is displayed on the toolbar, clicking this will instantly block all web access for all Students.

1. If you want to block web access for individual Students, select their icons in the List view.
2. Choose {Web}{Restrict all Websites} from the Control window drop-down menu.

   Or
   Click the **Restrict All** icon at the bottom of the Control window.
   Or
   Click the **Web Access** icon on the toolbar and choose **Restrict All**.
3. All Web access will be blocked for the selected Students.

Note: You can also block web access for all connected Students from the Tutor Toolbar.

Include proxy overrides

Allows you to include websites that have been added to the Proxy Settings Exceptions list, when using the Approved Website list.

1. Choose {Web}{Include Proxy Overrides} from the Control window drop-down menu.
2. Apply the Approved Websites Only list.
3. Students will only be able to view websites from the Approved list and the Proxy Settings Exception list.

Note: Websites listed in the Proxy Settings Exception list will not appear in the list of approved websites at the Student.

Apply SafeSearch mode

The SafeSearch feature overrides the search settings for most leading search engines and prevents inappropriate content being returned within search results.

Note: When using Google, searches can be performed using HTTPS instead of HTTP; SafeSearch is unable to filter HTTPS web pages. You can block HTTPS for Google, see https://support.google.com/websearch/answer/186669?hl=en for more information.

1. Choose {Web}{Safe Search Mode} from the Control window drop-down menu.
    Or
    Click the **Safe Search** icon at the bottom of the Control window.

Block FTP sites

Prevent Students from accessing FTP sites to stop the exchanging of files.

1. Choose {Web}{Block FTP Sites} from the Control window drop-down menu.
    Or
    Click the **Block FTP** icon at the bottom of the Control window.
2. Access to FTP sites will now be blocked.

Create a new website list
1. To create a new Website list choose {Web}{Create new Website List}.
2. A dialog will appear. Enter a file name and click **Create**.
3. A new blank Website list will appear.

Note: The default Website list is saved as NetSupport School.web

Open an existing website list
1. To open an existing Website list choose {Web}{Load Existing Website List}
2. Highlight the relevant file and click **Open**.
3. The existing Website list will appear.

Save a website list
1. To save a current Website list choose {Web}{Save Website List as} from the drop-down menu.
2. A dialog will appear. Enter a file name and click **Save**.
3. The current Website list will be saved.

Notes:
- Any changes that have been made to the new or existing Website list will be automatically saved when a new Website list is created, or when you exit out of the NetSupport School program.
- The default Website list is saved as NetSupport School.web.

View Web History

This feature of the Web Control Module enables you to monitor the websites being visited by connected Students and, if required, store or print a permanent record.

1. In Web view choose {Web}{History} from the Control window drop-down menu.
2. The Web History dialog will appear.

   This provides details of the sites visited by the Student(s) during the currently connected session.
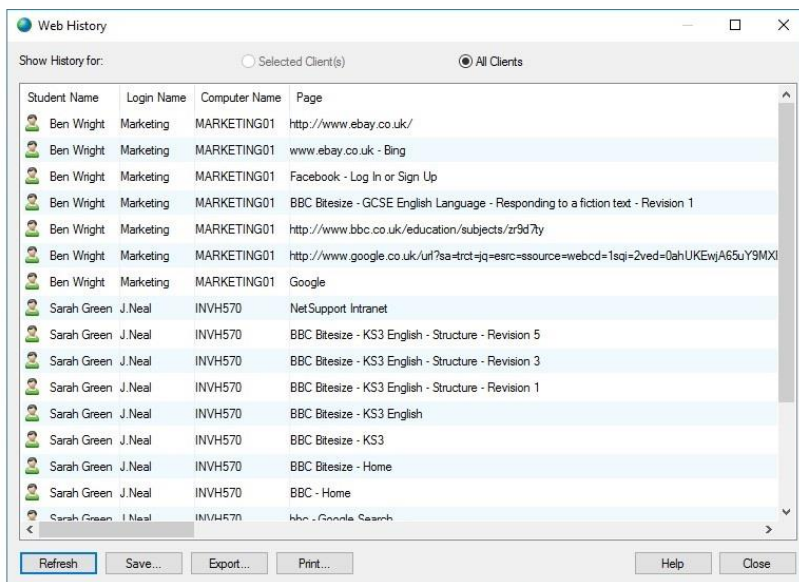
The available options are:

Show Web History for:

The list can be viewed by currently **Selected Client** or **All Connected Clients**.

Refresh

While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Co-Browser

NetSupport School provides the Tutor and Students with a shared Web Browser. This enables the Tutor to lead a browser session, navigating Students through various web pages, with the added security of locking the Students so they can only view the pages opened by the Tutor.

Note: The Co-Browser is not supported with websites that use Flash Navigation or Java Scripting.

To open a Co-Browse session

1. Select the Client(s) that are to be included in the session.
2. Choose {Student}{Co-Browse} from the Co-Browse window drop-down menu.

   Or

   If displayed, click the **Co-Browse** icon on the toolbar.
3. The Co-Browse window will open and also appear on the selected Student machines. From here you can open web pages and create new tabs that allow you to navigate between web pages.
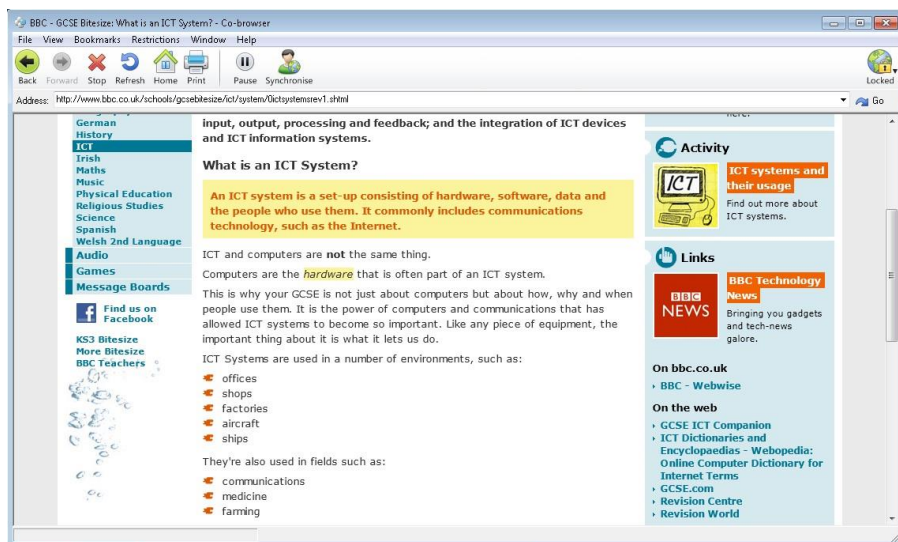
Using the Co-Browser

Using the Co-Browser is a very straightforward process with a simple to use interface. Once the Co-Browser is active on the selected Students screens, you can guide Students through a variety of web pages to suit the needs of your lesson. You can view multiple websites by creating new tabs which allows you to easily switch between different web sites.

To create a new tab

1. Select {File}{New tab} from the Co-Browser drop-down menu.
2. A new tab will appear. Enter the website address in the Address bar and select **Go**.
3. The website will be displayed under the new tab.

To approve/restrict websites

You can add websites to the approved or restricted lists in the Web Control Module from the Co-Browser window.

1. Select the website you wish to approve or restrict.
2. Choose {Restrictions}{Add to Approved Sites or Add to Restricted Sites} from the Co-Browser drop-down menu.
3. The website will now either be approved or restricted and this will apply to the Students when using the Co-Browser.

Notes:
- There are three different modes that you can apply to Students while they are using the Co-Browser, Locked, Restricted and Free, by default the Students will be locked.
- You can pause the Students Co-Browse session by selecting the **Pause** icon on the toolbar. This may be useful if you wish to perform any functions you don't wish the Students to see.
- To set the Students web pages to the same as the Tutor's click the **Synchronise** icon on the toolbar.

Lock/Unlock Students in the Co-browser

There are several different modes you can apply to the Students when using the Co-Browser. **Lock Students**, lets you guide Students through a selection of web pages with Students having no control over what they are viewing. **Restrict Students**, enables Students to have some control but only view web pages that you have selected. **Free Students** gives Students full control over the websites they can access.

Note: Whilst the Students are unlocked, any restrictions applied in the Web Control Module will apply to the Students in the Co-Browser session.

To lock students

1. Select {File}{Lock Students} from the Co-Browser drop-down menu.
   Or
   Click the **Lock/Unlock** icon on the toolbar and select **Lock Students**.
2. Students will now be locked, they will only be able to view websites that the Tutor shows them, with no access to any of the Co-Browse functions.

To free students

1. Select {File}{Free Students} from the Co-Browser drop-down menu.
   Or
   Click the **Lock/Unlock** icon on the toolbar and select **Free Students**.
2. Students will now have control over the Co-Browser and will be able to open new websites etc. Any web pages or tabs selected by the Tutor will be left open.

To restrict students

1. Select {File}{Restrict Students} from the Co-Browser drop-down menu.

   Or

   Click the **Lock/Unlock** icon on the toolbar and select **Restrict Students**.

Students will be unlocked, but they will only be able to access web pages or tabs left open by the Tutor. Students will not have access to other websites or be able to open links on existing pages.

Application Control Module

The Application Control module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Tutor can restrict or approve the use of applications.

1. Choose {View}{Mode - Application View} from the Control window drop-down menu.
    Or
    Click the **Application Control** icon on the left hand side of the Control window.
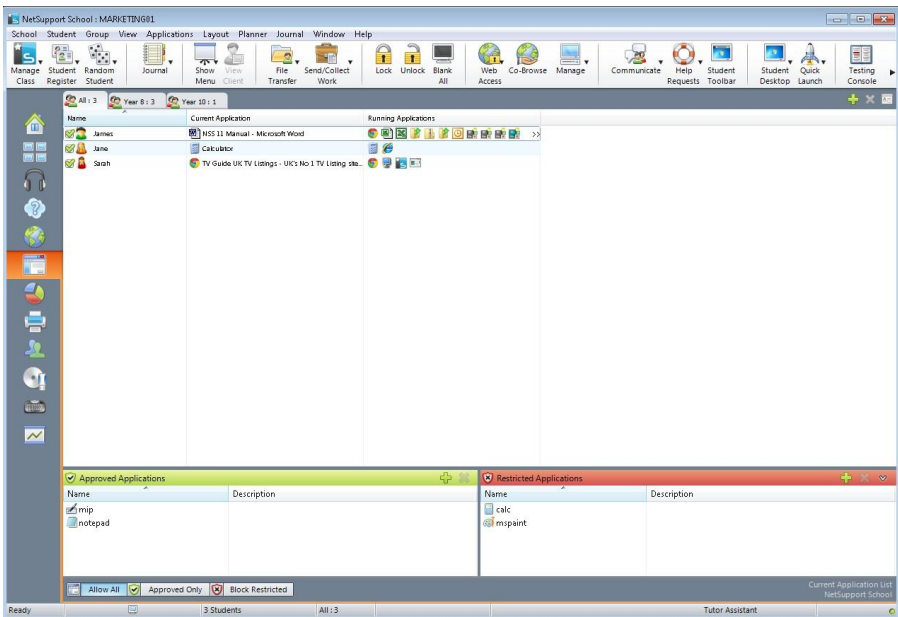
In 'Applications' Mode you can view details of Approved or Restricted Applications and use the available icons to:

	Revert back to unrestricted access if application restrictions have been in place.
	Activate the "Approved Applications" list. The Student will only be able to run applications that are in the approved list. All other applications are blocked.
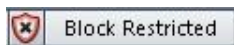
| | Activate the "Restricted Applications" list. The Student will not be able to run applications that are in the restricted list but will be able to run all other applications. |

Note: A padlock will be displayed next to the Application Control view icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration.

The Application Control Module can be used to perform the following functions:

Identify applications currently running on the Student workstation

In the List view, the student icons can be viewed in two different ways. Choose {View}{Large icons/Details} or right click in the List view and select one of these options to change the layout of the Student icons.

The lower panes can be minimised to make more room for the Student thumbnails. Click the button.

An icon is displayed next to the Student icon informing the Tutor of the current application in use.

Large icons

Details

If the application is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the application icon to make identification easier.
If the List view is in "Details" layout, then a list of all other applications running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student and Application icons can also be rearranged by the Tutor. Right click in the List view and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

By Name	Student icons will be arranged in alphabetical order according to their Client name/ display name/ Student Register name.
By Current Application	Student icons will be arranged in alphabetical order according to the current application.
By Running Applications	Student icons will be arranged in alphabetical order according to the running applications on the Student workstation.
By Policy	Student icons will be arranged in alphabetical order according to the current policy set in the Tech Console. This option will only be displayed if there is a policy in force.

Selection of one of the above options is identified by a blue dot.

Auto Arrange	If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A blue tick will identify selection of this option. To deselect this option, simply re-click **Auto Arrange** and the tick will disappear.
Ascending	If this option has been selected, the Student icons will appear in ascending order according to the previously selected option above. A blue tick will identify selection of this option. To deselect this option, simply re-click **Ascending** and the tick will disappear. This will arrange the Student icons in descending order.
Align to Image Centres	This option will only be available if a background image has been set to tile. This will align the Student icons to the centre of the image.

Close current/ running applications on a Student workstation

The Tutor has two options when closing down an application on a Student workstation:

Close   Close down an application but respect any applications requests at the Student e.g. to save file before closing.

Kill   Force the application to close, without any application prompts.

1. To close an application running on a Student workstation choose {View}{Details).
2. The Details List view will appear.
3. Right click an application icon listed under **Current Application** or **Running Application** in the List view.
4. Choose **Close Application** or **Kill Process**.
5. The application will be closed at the Student workstation and the icon will disappear from the List view.

Note: By right clicking on an application in the Approved or Restricted list, the Tutor is able to **Close** a running application on all connected Students.

To close all applications at the Student
All running applications at the Student will be forced to close.

1. Select the Students you wish to close applications at.
2. Select the **Student Desktop** icon on the toolbar.
3. Click **Clear Desktop** and then click **Yes**.

Change the current application running on a Student workstation

1. To change the current application running on a Student machine choose {View}{Details}.
2. The Details list view will appear.
3. Right click an application icon listed under **Running Application**.
4. Choose **Activate**.
5. The current application running on the Student workstation will now be replaced by the newly activated application.
6. The icon listed under **Current Application** will be replaced with the newly activated application icon.

Note: You can minimise all applications at Student machines. Select **Student Desktop** on the toolbar and click **Show Desktop**.

Launch an application on all connected Students

1. Right click an application icon in the **Approved Applications** list.
2. Choose **Send to Students**.
3. The application will be launched on all connected Student workstations.
4. In the List view, the Launched application icon will appear in the Current application list.

Or

1. Highlight an application in the **Approved Applications** list.
2. Drag and drop the highlighted application into the List view.
3. The application will be launched on all connected Student workstations.
4. In the List view, the Launched application icon will appear in the current application list.

Setting up Approved or Restricted Applications

Approved Applications

The Student is only able to run the applications specified on this list.
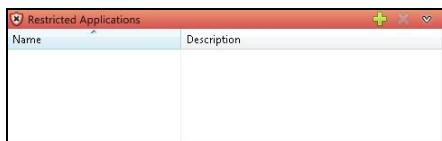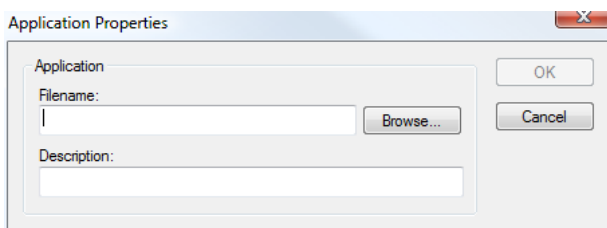

Restricted Applications

The Student is unable to run the applications specified on this list.

Note: Application restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Add an application to your approved or restricted list

1. Click **+** to add an application to your list.

   Or

   Right click in the List boxes and select **Add Application**.

   Or

   Drag and drop applications from your desktop or Start Menu into the Approved or Restricted list box.

2. The Add Application dialog will appear.

3. Type in the .exe file name (e.g. winword.exe) under Application or **Browse** for your chosen application.
4. Type in the description e.g. Microsoft Word.
5. Click **OK**.
6. The application icon, name and description will appear in your Approved or Restricted list box.

Or

1. Choose {View}{Details}.
2. Right click an application icon in the List view under "Current Application" or "Running Applications".
3. Choose **Add to Approved List**.
   Or
   Choose **Add to Restricted List**.
4. The application icon and description will appear in the Approved or Restricted list.

Note: When adding applications on Windows 8 workstations two tabs will be displayed in the Application Properties dialog. The 'Desktop Application' tab allows you to add standard Windows applications as detailed above. The 'Windows Store Application' tab lists Windows 8 applications. Select the required application and click OK to add to the approved or restricted list.

Remove an application from your approved or restricted list

1. To remove an application from the List, simply highlight the chosen application and click **x**.
   Or
   Right click in the list boxes and select **Remove Application**.

Note: The default Application list is NetSupport School.app.

Apply approved or restricted applications

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students, select their icons in the List view
2. To apply these restrictions choose {Applications}{Allow Approved Applications Only or Block Restricted Applications}.
   Or
   Click the **Approved** or **Restricted** icon at the bottom of the Control window.

3. To acknowledge which restriction has been activated, an appropriate indicator will appear next to the Student icons. (When viewing Large icons only). Red for restricted, green for approved.
4. If a Student is currently running an application included in your activated restriction list, an Application Blocked dialog will appear on their screen, stating the application that has been blocked by the Tutor. This will also appear if a Student attempts to run any of the applications included on the restriction list.

End approved or restricted applications
1. To remove the restrictions for individual Students, select their icons in the List view.
2. Choose {Applications}{Unrestricted Access} from the drop-down menu
    Or
    Click the **Allow All** icon at the bottom of the Control window.
3. The green or red indicator will be removed from the selected Student icons.

Note: Removing a restriction may not appear to take effect immediately. You may need to restart the application for it to recognise the change.

Create a new application list
1. To create a new Application List choose {Applications} {Create New Application List}
2. A dialog will appear. Enter a file name and click **Save**.
3. A new blank Application list will appear.

Note: Application lists can be assigned to different Control users, by setting up a Tutor Profile. See Tutor Profiles.

Open an existing application list

1. To open an existing application list choose {Applications} {Load Existing Applications List}
2. Highlight the relevant file and click **Open**.
3. The existing application list will appear.

Save an application list

1. To save the current Application list, choose {Application}{Save Application List as}.
2. A dialog will appear. Enter a file name and click **Save**.
3. The current Application list will be saved.

Notes:
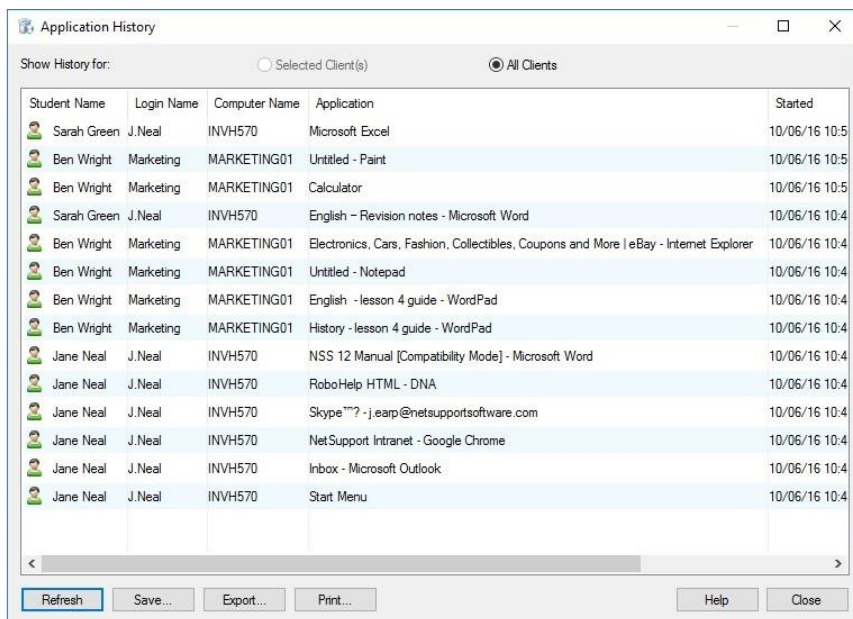
- Any changes that have been made to the new or existing Applications list will be automatically saved when a new Applications list is created, or when you exit out of the NetSupport School program.
- The default Application list is saved as NetSupport School.app.

View Application History

This feature of the Application Control Module enables you to monitor the Applications being used by connected Students and, if required, store or print a permanent record.

1. In Applications View choose {Applications}{History} from the Control window drop-down menu.
2. The Application History dialog will appear.

   This provides details of any application used by the Student(s) during the currently connected session.

The available options are:

Show Application History for:
The list can be viewed by currently **Selected Client** or **All Connected Clients**.

Refresh
While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Student Surveys

The Student Survey tool enables the Tutor to get instant feedback from Students during or at the end of a session. The Tutor sends connected Students a question, together with a selection of pre-defined responses. Student responses are gathered at the Tutor with the results shown as an overall percentage and by individual Student. Results can be shown to Students in the form of a pie chart, Students must respond before they can view the results.

Students can also be temporarily 'grouped' by response enabling you to see in an instant who selected the same answer. This could be useful if you felt a quick follow-up question or message to particular Students was required.
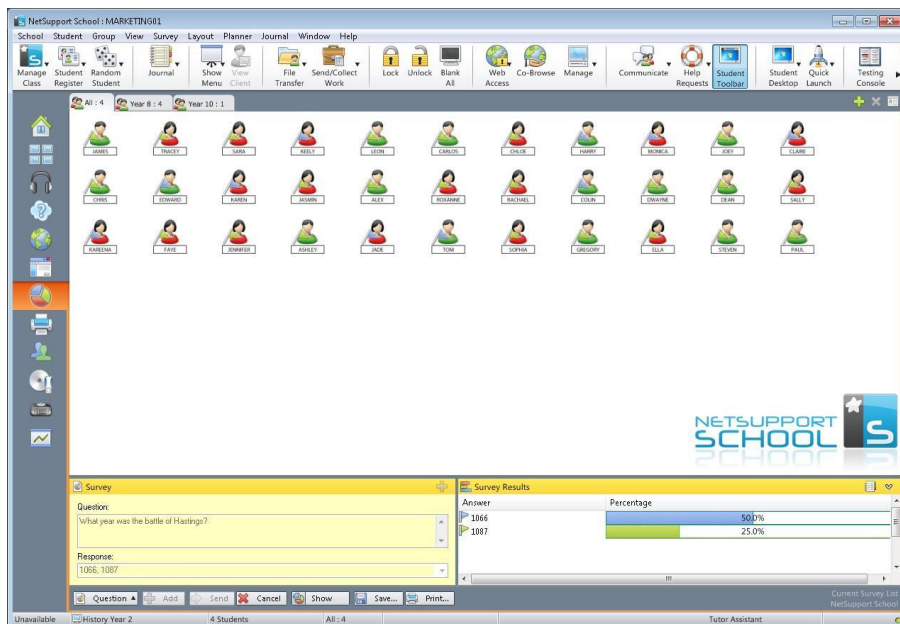
**The basic procedure for sending a survey to Students is:**

1. Choose {View}{Mode - Survey View} from the Control window drop-down menu.

   Or

   Select the **Student Survey** icon from the left hand side of the Control window.

2. Select the Students to include in the survey. This can be all Students in the list view, selected Students or a defined group of Students.
3. Enter a question in the box provided.
4. Select the responses/answers to the question. These can either be chosen from the drop-down list of defaults or you can enter your own options, using a comma to separate each one. Up to 6 choices can be entered.
5. Send the survey to Students by choosing {Survey}{Send} from the Control window drop-down menu.
    Or
    Click the **Send** icon displayed at the bottom of the Survey pane.
    A dialog will open at the Student machines displaying the question and responses. Students choose the appropriate response and submit the answer.
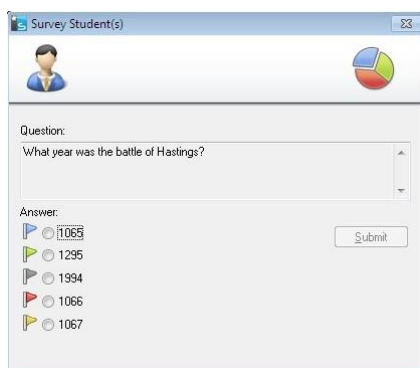
6. As Students submit their answers the Survey Results pane will display the percentage response for each option. The Client icon will also flag how the individual Student answered. By choosing {View}{Details} from the Control window drop menu you can sort the Students by result. Alternatively, you can sort the Students into temporary groups by response. Choose {Survey}{Auto Group Students} from the Control window drop-down menu.
7. When the survey is complete, remove it from the screen by choosing {Survey}{Cancel Survey} from the Control window drop-down menu.
    Or
    Click the **Cancel** icon displayed at the bottom of the Survey pane.

Note: The Survey will be cleared from all machines whether the Student has responded or not.

Show survey results to Students

1. Choose {Survey}{Show Results to Students} from the Control
    window drop-down list.
    Or
    Click the **Show** icon at the bottom of the Control window.
2. The results will be displayed as a pie chart on the Students screen.

Note: Survey results will only be displayed if the Student Toolbar is
        running and the Student has submitted their answer.

Save survey results

The survey can be saved to a .CSV file.

1. Choose {Survey}{Save Results} from the Control window drop-down
    menu.
    Or
    Click the **Save** icon at the bottom of the survey pane.

Print survey results

Before clearing the survey, you can print a permanent record of the
results.

1. Choose {Survey}{Print Results} from the Control window drop-down
    menu.
    Or
    Click the **Print** icon displayed at the bottom of the Survey pane.

Note: The Student results can be added to the Student Journal, choose
        {Survey}{Add Results to Journal} from the Control window drop-
        down menu or click the **Add Survey Results to Journal** icon.

Survey Lists

Surveys can be re-used by adding them to a Survey list. NetSupport School provides a default list, NetSupport School.sul, into which questions and responses are automatically stored, but you can create custom lists if you want to categorise different types of question.

Create a Survey list

1. In Survey view, choose {Survey}{Create New Survey List} from the Control window drop-down menu.
2. Enter a name for the file and click **Create**.
3. Any new surveys you enter will be added to the list.

Load a Survey list

1. In Survey view, choose {Survey}{Load Existing Survey List} from the Control window drop-down menu.
2. Select the required list and click **Open**.

Using Survey lists

With the required Survey list loaded you can enter new questions or use and manage previously stored questions and responses.

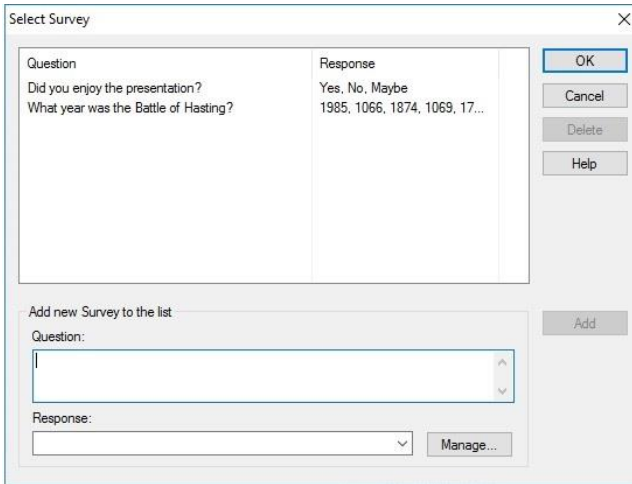### To add a new question to a Survey list

1. In the Student Survey pane enter the question and choose the required responses from the drop-down list or add new options if the defaults aren't appropriate.
2. Send the Survey to Students. The Survey will automatically be stored in the current list.
   Or
   Rather than send the Survey immediately, choose {Survey}{Add Survey to List} from the Control window drop-down menu or click the **Add** icon displayed at the bottom of the Survey pane to store the question and responses for future use.

To use an existing survey

1. In the Student Survey pane click the **Select/Add Question** icon.
    (Green cross). The Select Survey dialog will appear.

2. Select a question from the list and click **OK**.
3. The question will be displayed in the Survey pane ready to be sent to
    Students.

Manage questions and responses

As well as enabling you to choose an existing Survey, the Select Survey dialog can be used to add new questions/responses and edit questions/responses if the current examples are not appropriate.

1. If the Survey list does not currently include the required question, enter the new question along with the responses, in the boxes provided and click **Add**.

    Or

    To edit an existing question, select it from the list, change the question and/or the responses and click **Add**.

Note:	If you change the question it will be added to the list in addition to the original. If you only change the responses, the original will be overwritten.

2. To use the question in a Survey, select it from the list and click **OK**.
3. The question will be displayed in the Survey pane ready to be sent to Students.

Note:	When you use customised responses in a Survey they will be attached to that question only. If you want to make the responses available to other Surveys they need to be added to the default drop-down list. Click **Manage**, the Manage Responses dialog will appear, enter the required responses and click **Add**.

Question and Answer Module

NetSupport School's Question and Answer module is a unique collaborative tool that enables teachers to reinforce key learning points and instantly gauge student understanding during a lesson. You can verbally ask questions to the whole class, gauge student answers and understanding, bounce questions around the classroom, develop peer assessment opportunities as well as track rewards against both the individual and, where appropriate, teams.
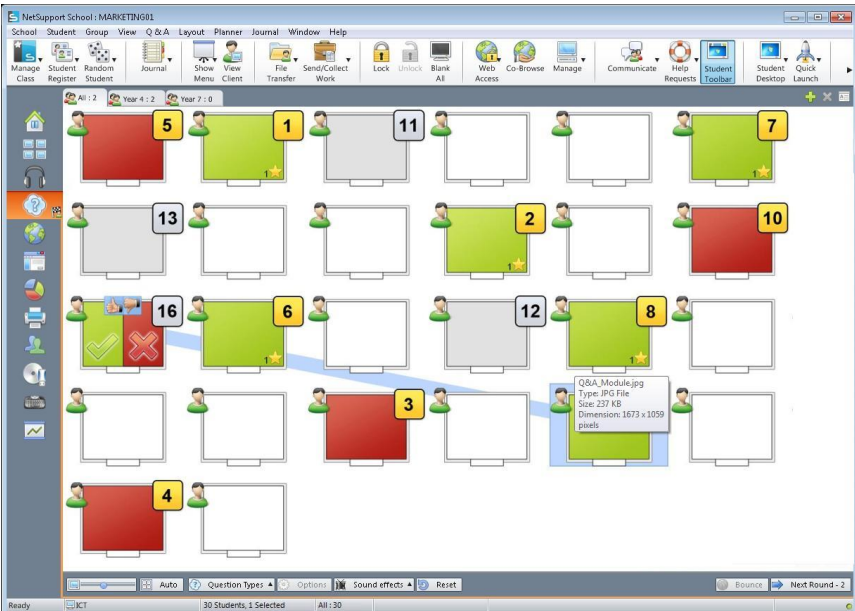
Note: The Student toolbar will be enabled and displayed at the Student, even if the toolbar is turned off at the Tutor.

1. Choose {View}{Mode - Q&A View} from the Control window drop-down menu.
   Or
   Click the **Q&A** Control icon on the left hand side of the Control window.
2. The Question Types dialog will appear.

There are five types of questions to choose from:

First to Answer
Enter an Answer
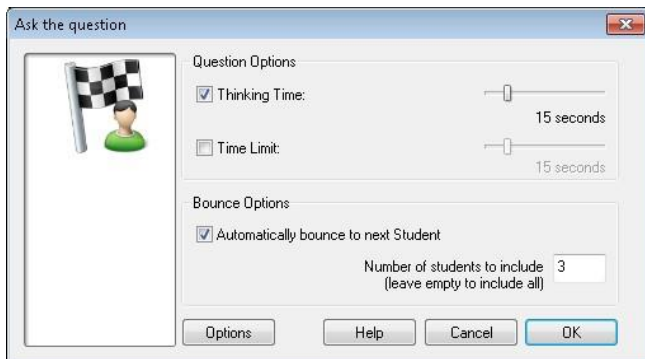**Pot Luck**
Team First to Answer
Team Enter an Answer

3. Select a question type to continue.
4. The Ask the question dialog is displayed. Set the required properties for the question and click **OK**.

5. Click **Go** to start the Question and Answer session.
6. The Tutor will display the Student thumbnails. From here you can see who has responded and mark their answers.

A Question and Answer dialog is displayed at the Student, showing the current question type and any awards the Student has received. Students will be able to see the current state of all Students for each question. You can also choose to show the results to Students, this can be set in the Question & Answer Options dialog.

Note: Questions can also be started from the Q&A menu. Select {Q&A}{Question Type} from the Control window drop-down menu or click the **Types** button at the bottom of the Control window.

Question and Answer Module - First to Answer Question Type
The teacher asks a verbal question and the Students click to answer. The 'top x' fastest responders will be displayed and the quickest Student is asked for their answer. You then decide whether this is correct or not and rewards can be awarded or deducted.

Note: Questions can be bounced to the next quickest Student when more than one Student has been selected. This can be done automatically by selecting the **Automatically bounce to next Student** option in the Ask the question dialog or manually by selecting {Q&A}{Bounce Question} from the Control window drop-down menu or clicking the **Bounce** icon at the bottom of the Control window.

A thinking time limit can be applied, the **Answer** button is disabled during this period, giving Students a chance to think about their answer before they click. A time limit for answering the question can also be set.

You can choose to exclude a Student from the next round if they have already answered a question, ensuring all Students have a fair chance to answer a question.

Question and Answer Mode - Enter an Answer Question Type
The teacher enters the answer to the next question in advance and then verbally asks the question. Students are prompted to enter their answer. Results are instantly displayed to the class and rewards can be awarded or deducted.

Note: You can determine whether the answer is case sensitive or not.

A thinking time limit can be applied, the **Answer** button is disabled during this period, giving Students a chance to think about their answer before they click. A time limit for answering the question can also be set. You can choose to exclude a Student from the next round if they have already answered a question, ensuring all Students have a fair chance to answer a question.

Question and Answer Mode - Pot Luck Question Type
The teacher decides how many Students to select randomly, NetSupport School will pick and order them. A Student is then randomly selected and you verbally ask a question and the Student answers. You then decide whether this is correct or not and have the option to 'bounce' the question to another random Student. Rewards can be awarded or deducted.

Note: Questions can be bounced when more than one Student has been selected. This can be done automatically by selecting the **Allow question bounce** option or manually by selecting {Q&A}{Bounce Question} from the Control window drop-down menu or clicking the **Bounce** icon at the bottom of the Control window.

If a Student has answered correctly, you can allow them to select the next random Student.

Note: If a Student has answered they will not be randomly selected again during this session, unless the **Only Select Students Once** option is unselected.

You can also select a Student randomly by selecting {Student}{Select Random Student} from the Control window drop-down menu.

Question and Answer Module - Tutor Interface

Once the question type has been selected and the options chosen, Student thumbnails will be displayed in the Tutor. The thumbnails allow you to see who has responded and mark their answers more easily.

Customise thumbnail size

Student thumbnails can be resized to suit personal preferences.

1. Choose {Q&A}{Size} from the Control window drop-down menu.
2. Select the required size from the available options.

Or

1. Use the slider on the **Size** icon at the bottom of the Control window to select the required size.

Auto-Fit size of Student thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Click the **Auto** icon at the bottom of the Control window.

The following icons can be displayed at the Tutor:
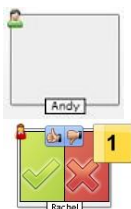
Student has not yet answered.

The Student has answered. You can mark their answer correct or incorrect by clicking on the tick or cross. Clicking the thumbs up/down button allows the rest of the class to peer assess the answer. The yellow number indicates which position the Student has answered in.
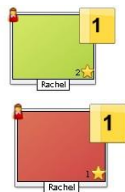
Student has been marked correct. The number of rewards the Student currently has is also displayed.

Student has been marked incorrect.

Student is excluded from the round.

The time ran out in Enter an answer mode before the Student answered.

A Student is being peer assessed. The green and red area will fill in a bar chart style as the Students respond.

Student thought the answer was correct in peer assess mode.

Student thought the answer was incorrect in peer assess mode.

During a pot luck question student icons flash in this state to indicate they might be selected. A corresponding large '?' is also shown at Student screens.

Using the Question and Answer Module

Once a Question and Answer session has begun you will be able to see who has responded and mark Student answers by clicking the tick or cross on the Student's thumbnail. Awards can be given for a correct answer and deducted for an incorrect answer, you can configure these options in the Question & Answer options dialog. Students can see their current awards in the Question and Answer dialog.

Note: Rewards can be allocated/deducted outside of a Question and Answer session, select {Student}{Rewards} from the Control window drop-down menu.

Questions can be bounced around the class encouraging discussion. You can also ask Students to peer assess an answer to find out if they thought it was correct or not.

You can move onto the next round by selecting {Q&A}{Next Round} from the Control window drop-down menu or clicking on the **Next Round** icon at the bottom of the Control window. A new session for the current question type can be started by clicking the **New** icon at the bottom of the Control window. You can stop the current question type and clear Question and Answer dialogs on the Student machines by clicking **Reset** at the bottom of the Control window.

Excluding Students
To ensure all Students are involved equally in the process, you can choose to exclude specific students, those that have already answered a question, from the next round of questioning.

Students are automatically excluded from a round if either of the **Exclude** options in the Question & Answer options dialog have been selected. Students can be manually excluded, right click the Student and select **Exclude Student from round**.

Sound Effects
You can include sound effects to be played at the Tutor and Students. Sounds will be played at the Tutor when a Student answers, at the Student when the Answer dialog is displayed and at both when randomly selecting a Student and when the thinking time or time limit is at 5 and 2.5 seconds. Sounds effects will be turned on by default.

1. Click the **Sound effects** icon at the bottom of the Control window.
2. Select the relevant option to turn sound effects on/off at the Tutor or Student.
3. Use the slider bar to adjust the volume. This can be locked at the Student if required.

Bouncing questions
To encourage discussion across the class, you can bounce a question to the next Student asking if they have an answer or what they thought of the previous answer.

Note: You can only bounce a question for First to Answer and Pot Luck question types when more than one Student has been selected.

Questions can be automatically bounced to the next Student who has responded as soon as you click the tick or cross. Select the **Automatically bounce to next Student** option in the Ask the question dialog. The question will be bounced around the Students for the number of times specified.

Manually bounce questions
If you haven't selected the automatically bounce option, you can still bounce questions to the next available Student.

1. Select {Q&A}{Bounce Question} from the Control window drop-down menu.
   Or
   Right click the Student and select **Bounce Question**.
   Or
   Click the **Bounce** icon at the bottom of the Control window.

When a question has been bounced the display changes to show who now has the question and where it came from. The next Student can answer and this can continue around the whole class until all Students who have answered have been included.

Peer Assessment

Peer assessment allows Students to give feedback in response to an answer given by one of their classmates. After a question has been answered, you can ask the rest of the class to assess the answer by clicking on the [icon] button. A dialog appears at Student screens asking them to decide if the answer was correct or not. As the Students answer the Student thumbnail at the Tutor will change to reflect the number of Students who think their answer is right or wrong.

Question and Answer Team Mode

You can use team mode when selecting Team first to answer or Team enter an answer question types. Students then compete for rewards as a group rather than individually. Teams can be created randomly or Students can pick a team to join. Custom team names can be created and you can customise the colour allocated to the team.

Using Team Mode
1. Select **Team first to answer** or **Team enter an answer** from the Question type dialog.
   Or
   Select {Q&A}{Question Type} from the Control window drop-down menu and select the required question type.
   Or
   Select the **Types** icon at the bottom of the Control window and select the required question type.
2. Select the required properties for the question in the Ask the question dialog. Click **OK**.
3. The Create Teams dialog will appear.
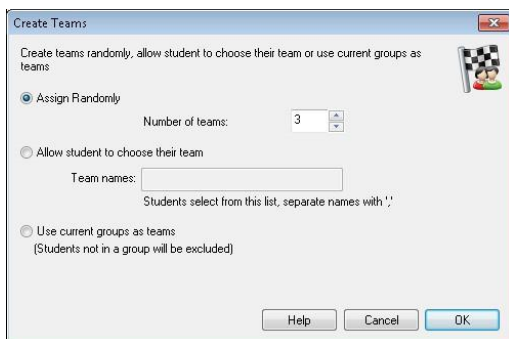
4. Select how to group the teams. If randomly, enter the number of teams. If Student chooses a team, enter the team names; the Students will then be able to pick a team from a drop-down list. Click **OK**.
5. The Team Summary dialog will appear showing how many Students are in each team. NetSupport School randomly allocates colours to teams; you can change this by clicking the colour and selecting a new colour.
6. Click **OK**. The question and answer session will start as normal.

The Tutor screen will display which team each Student is in. The default Group bar is replaced with one containing the teams. The team statistics will be displayed to students in the Question and Answer dialog. Rewards are awarded to both the individual Student and the team.

Printer Management

Print Management gives the Tutor total control over printer usage within the classroom, the Tutor can monitor and control all printing activity by connected Students or printer. Students can be prevented from printing, be assigned page limits or require Tutor authorisation to print.

The print management feature supports multiple printers within a classroom, prevents the addition, deletion or modification of existing printers and provides printing usage summaries as part of the Student register.

Notes:
- Printers must be added to Student workstations before the Tutor connects.
- A padlock will be displayed next to the Print view icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration.

1. Choose {View}{Mode - Print View} from the Control window drop-down menu.
   Or
   Click the **Print Management** icon on the left hand side of the Control window.
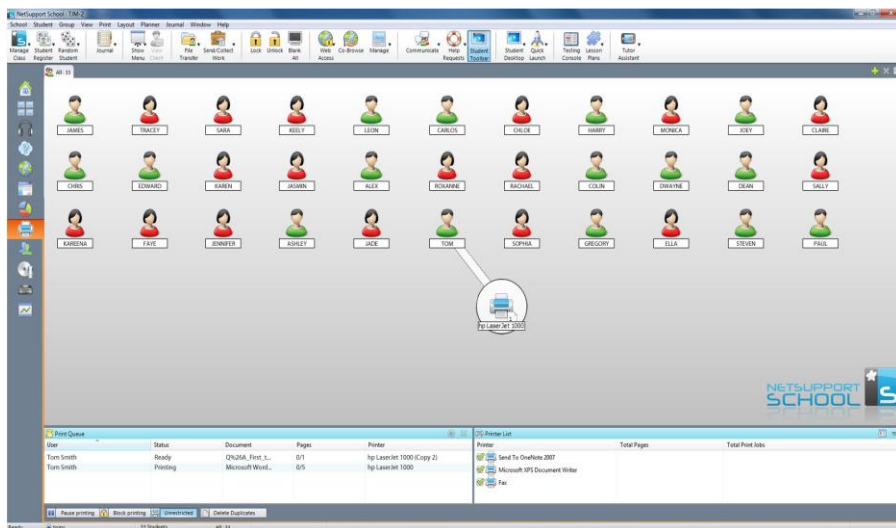
In the List view, the Student icons can be viewed in two different ways. Choose {View}{Large icons/ Details} or right click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large icons" layout, an icon is displayed next to the Student icon informing the Tutor of the current print activity. If the List View is in "Details" layout, a summary of the print activity for each Student is displayed.

The lower panes can be minimised to make more room for the Student thumbnails. Click the ⍦ button.

To keep track of print usage while in other areas of the Tutor program, select {Print}{Show Printers} from the Control window drop-down menu. The printer icon will be displayed in all other views allowing you to see jobs as they happen, pause, delete and resume printing.

Notes:
- All printers will be displayed when you select **Show Printers**. You can remove printers by removing the tick next to the printer in the Printer list.
- When a Student is printing a connection bar will be displayed from the printer to the Student that is printing.

Using Print Management

Printers must be added to the Student workstation before the Tutor connects, once connected to Students, printers cannot be added, removed or modified. All printers that are attached to Student workstations will appear in the Printer list. All printers that are attached to Student workstations will appear in the Printer list, from here you can pause, delete and resume printing by printer.

Student print jobs will be displayed in the Print Queue, giving you an overview of who is printing, what is being printed, how many pages are printing and the current print status. From here you can delete or resume printing for Students.

Notes:
- If **Show printers** is enabled, you can pause, delete and resume jobs via the **Printer** icon in any view.
- Print restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

If the Student Toolbar is enabled Students will be notified of the current print status.

Setting print thresholds

Print thresholds can be applied for an individual print job, allowing the Tutor to specify the maximum number of pages Students can print. If the Student exceeds this limit, the print job will be automatically paused or deleted.

1. Choose {Print}{Set Print Thresholds} from the Control window drop-down menu.
2. The Print Thresholds dialog will appear, allowing you to apply the relevant settings.

Pause printing

1. Select the required Students in the List view.
2. Choose {Print}{Pause Printing} from the Control window drop-down menu.
   Or
   Click the **Pause Printing** icon at the bottom of the Control window.
3. The Print status for the selected Student(s) will now show as paused.

Or

1. Select the required printer in the Printer list.
2. Right click and choose **Pause**.
3. Printing will be paused for the selected printer.

Block all printing

1. Select the required Students in the List view.
2. Choose {Print}{Block All Printing} from the Control window drop-down menu.
   Or
   Click the **Block Printing** icon at the bottom of the Control window.
3. The Print status for the selected Student(s) will now show as blocked.

Or

1. Select the required printer in the Printer list.
2. Right click and choose **Block**.
3. Printing will be blocked for the selected printer.

Delete print jobs

You can delete all print jobs, selected print jobs or all print jobs for a Student.

1. Select the required print job(s) in the Print Queue.
2. Right click and choose **Delete**/ **Delete All**/ **Delete All** jobs for Test20.
3. The selected print job(s) will be deleted.

Deleting duplicate print jobs

1. Choose {Print}{Delete Duplicates} from the Control window drop-down menu.
   Or
   Click the **Duplicate** icon at the bottom of the Control window.
2. Duplicate print jobs will now be deleted.

Resume printing

Allows you to restart printing after it has been paused or blocked.

1. Select the required Students in the List view.
2. Choose {Print}{Resume Printing} from the Control window drop-down menu.
   Or
   Click the **Unrestricted** icon at the bottom of the Control window.
3. Printing will now be resumed.

Or

1. Select the required printer in the Printer list.
2. Right click and choose **Resume**.
3. Printing will be resumed for the selected printer.

Note: You can also resume printing for Student(s) in the Print Queue. Select the required print job, right click and choose **Resume**.

Printer properties

Allows you to change the image, display name of the printer and reset the total page and job count.

1. Select the **Printer** icon in the List view.
   Or
   Select the required printer in the Printer list.
2. Right click and choose **Properties**.
3. Amend the required properties.

View Print History

This feature of Print Management enables you to monitor the print usage of connected Students and if required, store or print a permanent record.

1. In Print view choose {Print}{History} from the Control window drop-down menu.
2. The Print History dialog will appear.
   This provides details of the Students print activity during the currently connected session.
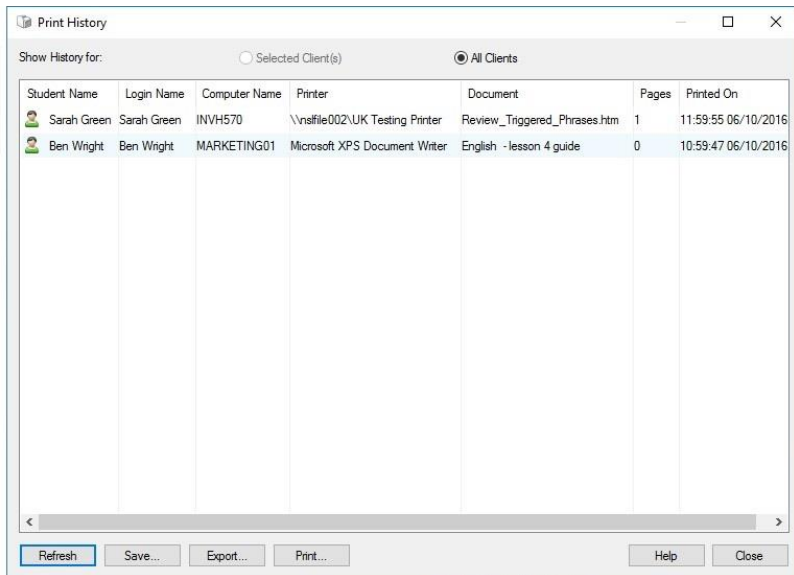
The available options are:

Show History for:
The list can be viewed by currently Selected Client or All Connected Clients.

Refresh
While viewing the list click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.
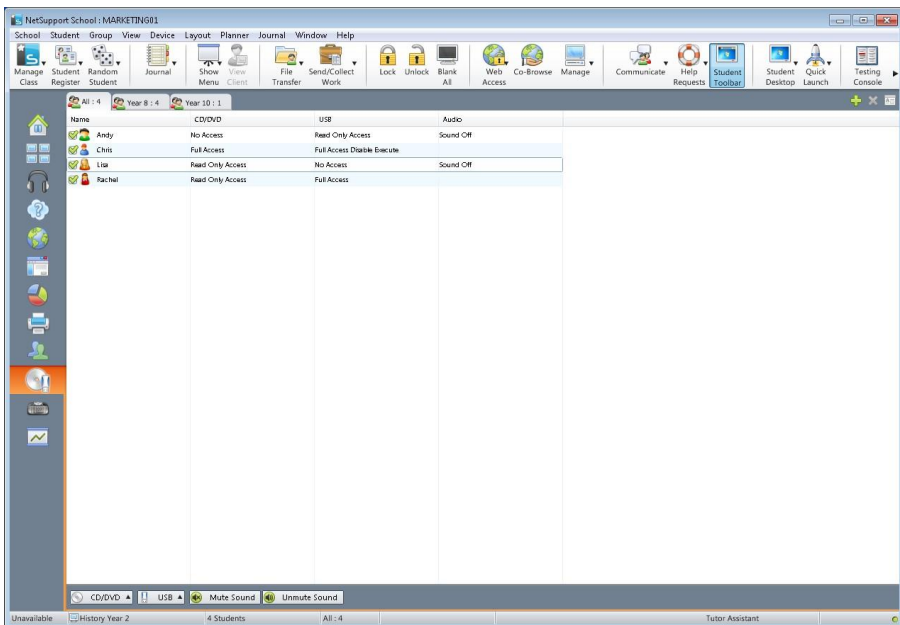
Device Control

The Device Control feature allows the Tutor to protect against external sources during a Lesson. The Tutor can prevent data from being copied to or from USB devices and CD/DVD drives. In addition, the Tutor can provide read-only access.

1. Choose {View}{Mode - Device View} from the Control window drop-down menu.
    Or
    Click the **Device Control** icon on the left hand side of the Control window.

Note: A padlock will be displayed next to the Device Control view icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration.

In the List view, the Student icons can be viewed in two ways. Choose {View}{Large icons/ Details} or right click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large icons" layout, an icon is displayed next to the Student icon informing the Tutor of the current Device restrictions. If the List view is in "Details" layout, a summary of Device restrictions for each Student is displayed.

Note: Device restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Block access to CD/DVD or USB devices

1. Select the required Students in the List view
2. Choose {Device}{CD/ USB - Block Access} from the Control window drop-down menu.
   Or
   Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Block Access**.

Read only access to CD/DVD or USB devices

Provide Students with read-only access to CD/DVD or USB devices.

1. Select the required Students in the List view
2. Choose {Device}{CD/ USB - Read Only} from the Control window drop-down menu.
   Or
   Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Read Only**.

Unrestricted access

Provide Students with full access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Choose {Device}{CD/ USB - Unrestricted} from the Control window drop-down menu.
   Or
   Click the **CD/DVD** icon or **US**B icon at the bottom of the Control window and choose **Unrestricted**.

Disable execute

Prevent Students from running programs from CD/DVD or USB devices.

1. Select the required Students in the List view

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2. Choose {Device}{CD/ USB - Prevent Execute} from the Control window drop-down menu.
    Or
    Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Prevent Execute**.

    Note: To allow access to Execute select {Device}{CD/ USB - Allow Execute} from the Control window drop-down menu.

Mute sound on Student workstations

1. Choose {Device}{Mute Sound} from the Control window drop-down menu.
    Or
    Click the **Mute Sound** icon at the bottom of the Control window.
2. Sound will be muted on the Student workstations.

Tutor Profiles

NetSupport School allows you to set up multiple Tutor Profiles for different Control users, each with a pre-defined set of options. On starting the Tutor program, if multiple profiles have been created a dialog is displayed that allows the user to select which profile to use.

The main benefit of creating a profile is to be able to store ready-made lists of approved/restricted applications, websites and keywords rather than have the user create these at the start of each lesson.

Having created your Application, Website or Word list, as detailed in the Web Control, Application Control and Keyboard Monitoring sections, the files can then be added to a Tutor Profile.

Note: As well as Website, Application and keyword lists, other areas of the program that can be profiled are Layouts, Student Surveys, Client lists, Group lists, the location for storing test results, exams and Class lists.


To create a Tutor Profile
1. Create the files, containing details of approved/restricted websites, applications etc that are to be included in the profile.
2. Choose {School}{Configuration}{Administration – Profile} from the Control window drop-down menu. The list of existing Tutor Profiles will appear, NetSupport School is the default.
3. To create a new profile, select **Add**. The Create New Configuration dialog will appear.
4. Enter a name for the profile. Functionality for the profile can be 'copied from' an existing Tutor configuration, the default NetSupport School or a user defined profile. Click **OK**. The name will be added to the profile list.
5. To change the content of the profile, click **Edit**. The File Locations dialog will appear.
6. In each category, select the file to be used in the profile. The Folder locations dialog allows you to change where items are located.
7. Click **OK**.

Each time the Tutor program is started, the user will be presented with a list of locally stored Profiles to choose from. Should you wish to share Profiles across a network, the /R command line instruction can be used to launch the Tutor program with a centrally available profile.

For example, from the NetSupport School program folder run the command; **pcinssui /rN:\SampleProfile.cfg**. If the profile, in this example SampleProfile.cfg, does not currently exist a default will be loaded enabling you to add your own values. Once you exit the Tutor program the profile will be stored in the specified location.

Manage Student Resources

Students can now easily access any resources required during a lesson. The Tutor can create a resource list and add links to websites, applications and documents, this list is then displayed in the Student toolbar providing Students with a quick and easy way to access the required resources.
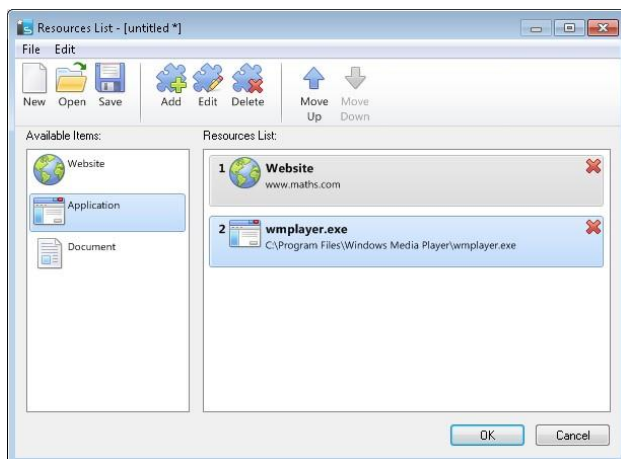
To create a resource list

1. Select {School}{Manage Student Resources} from the Control window drop-down menu.
2. The Resources List window will appear.
3. Select the required resource from the Available items list and either drag and drop to the Resource list or click the **Add** icon in the toolbar. You will be prompted to enter a description and location for the resource.
4. The order of the list can be sorted using the appropriate arrows.
5. Click **Save** and specify a file name for the list, once saved the resources will be displayed in the Student toolbar.

Student Journal

NetSupport School provides a 'Student Journal', this is an electronic record of key information that has been covered during the lesson. The Student Journal is in the form of a portable PDF document, allowing Students to refer back to it after the lesson. Not only can the Tutor add notes and resources used during the lesson directly to every Student Journal, the Students are able to add their own notes making this a truly personalised document.

The unique Student Journal offers a welcome summary for any Students who were absent from a lesson as well as a structured summary of activity for the Teacher.

Note: PDF reader will be required to view the Journal.

By default the Student Journal is located in:

Windows Vista and above
C:\Users\"Logged on User"\Documents\Journal

Windows XP and below
C:\Documents and Settings\"Logged on User"\My Documents\Journal

To change the location, choose {Start}{Programs}{NetSupport School}{NetSupport School Student Configurator - Journal}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School Student Configurator icon.

Items that can be included within the Journal are:
- Lesson details and objectives.
- URLs of websites used during the lesson.
- Copies of any class Chat transcripts.
- Class or group Survey Results.
- Individual Student Test results.
- Virtual Whiteboard screens.
- Screenshots from within a Presentation (and supporting explanation).
- Target keywords.
- Teacher Notes.
- Individual Student Notes.

- New chapters.
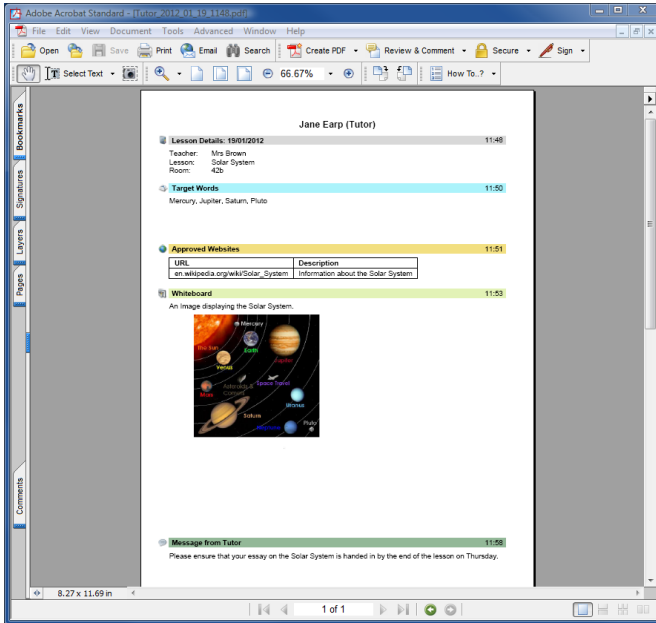
Starting a Journal
The Journal will automatically start when any of the **Send to Journal** options are selected.

1. Select {Journal}{Create New Journal} from the control window drop-down menu.
   Or
   Click the **Journal** icon and select **Start**.

Note: If the Tutor Console is closed or the Student is restarted the current Journal will be closed. You can open an existing Journal, select {Journal}{Open existing Journal} or click the **Journal** icon and choose the previous Journal from the drop-down list and click **Open**.

Adding notes/images to the Journal

1. Select the required Students in the List view.
2. Choose {Student}{Add notes to Journal} from the Control window drop-down menu.
   Or
   Select {Journal}{Add - Notes} from the Control window drop-down menu.
   Or
   Right click and select **Add notes to Journal**.
   Or
   Click the **Journal** icon in the toolbar and click the **Note** icon in the **Add** section.
3. The **Add Notes to Journal** dialog will appear.
4. Enter the required notes and/or image, select which Students to send this to and click **OK**.

Notes:
- You can quickly add a note to all Student Journals. Click the **Journal** icon on the toolbar, enter the required note under **Quick Note** and click **Add**.
- You can remove the last item added to the Journal. Select {Journal}{Undo last add} from the Control window drop-down menu.

Students can view and add notes to their Journal by selecting the NetSupport School Client icon from the taskbar and choosing {Commands}{Add Notes to Journal/View Journal} or from the **Journal** icon in the Student Toolbar.

Note: Students will be unable to add notes if the Student Toolbar and Client icon are not visible.

Viewing a Journal

1. Select {Journal}{View Journal} from the Control window drop-down menu.
   Or
   Click the **Journal** icon and select **View Journal**.

Note: You can print a copy of the current Journal. Click the **Journal** icon in the toolbar and then click the **Print** icon in the **View Journal** section.

Synchronise Journals

You can synchronise the Tutor Journal with the Students to ensure the Student Journals are up-to-date. Any items that are missing will be added to the Student Journals, this will not affect any information that the Student has added. Select {Journal}{Synchronise Journals} from the Control window drop-down menu.

Lesson Planner

A NetSupport School Lesson Plan enables a Tutor to structure a session around a pre-defined set of tasks with appropriate timings and prompts allocated to each part of the plan.

Common NetSupport School functionality can be built into the plan, such as run test, send/collect work, scan and show.

To create a Lesson Plan

1. Choose {Planner}{Manage Planner} from the Control window drop-down menu.

   Or

   Click the **Lesson Plans** icon on the Control toolbar and choose **Manage Plans**.

   Or

   If displayed, click the **Create a Lesson Plan** icon on the Lesson Plan bar.

2. The Lesson Plan window will appear.

3. From the Available Items list drag the required task and drop it into the window. Enter any addition properties that are required.
4. When all tasks are in place save the lesson.
5. To create a new lesson click **New** on the toolbar or to re-load a saved lesson click **Open**.

6. Click **OK**.
7. The Start Lesson window will appear. This confirms the lesson content, total time, author and description of the lesson.
8. To start the currently loaded lesson click **OK** or click **Cancel** to close the window.

Managing a Lesson Plan

When a lesson is activated, a progress bar will appear at the Tutor. The Tutor will be prompted before each task is due to begin and they can choose whether to continue or abort. At any point during a task, you can use the tools on the Lesson bar to pause, skip to next item or abort the lesson.

|	
Note:	If you simply want a timed session without the need to run a pre-defined Lesson Plan select {Planner}{Set Class Time} from the Control window drop-down menu. This enables you to select an end time for the lesson or the duration. The timer will appear on the Lesson bar and can be switched off by selecting {Planner}{Set Class Time}{Remove}. The timer shows hours/minutes until there is 5 minutes remaining when it will switch to minutes/seconds.

Student Toolbar

The Student toolbar provides feedback to the Student on the current lesson, time remaining, current websites and applications that are available, the status of messenger, print, audio and keyboard monitoring and quick access to initiate a Chat and request help. Students can also access their USB memory stick, Student Journal, work items that have been sent and any resources from the toolbar. It can be set to be always visible at the top of the Student screen or to auto-hide.
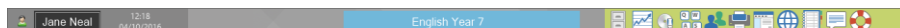
All features included on the Toolbar can be customised by the Tutor.

To select the features to be made available on the Toolbar choose {View}{Current Settings – Student Toolbar} from the Control window drop-down menu.
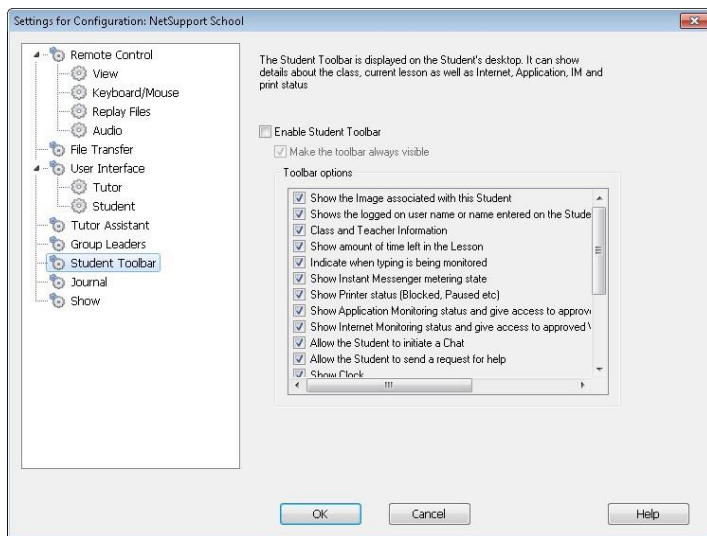
Enable the Toolbar and decide whether to make it always visible. Alternatively, if the Toolbar is minimised the Student can mouse over the top of their screen to make it appear. If the Tutor changes a setting that affects a toolbar option, a message will appear. For example, enabling Internet restrictions.

Note: You can quickly show/hide the Student toolbar by selecting {View}{Student Toolbar - Show/Hide} from the Control window drop-down menu or by clicking the Toolbar icon on the Control window toolbar.

The following Toolbar options can be turned on or off as required:

Shows the image associated with this Student	Displays the Student icon image.
Shows the Students logged on name or the name entered on the Student Register.	Shows the Students logged on name or the name entered on the Student Register.
Class and Teacher information	Displays details of the current class, Tutor name, subject and room.
Show amount of time left in the Lesson	If a timed lesson is in progress, indicates the time remaining.
Indicate when typing is being monitored	Advises the Student when keyboard monitoring is active.
Show Instant Messenger metering state	Indicates the current status of Messenger Monitoring.
Shows the current Printer status. Blocked, Paused etc.	Shows the current Printer status. Blocked, Paused etc.
Show Application monitoring status and give access to approved Applications	Indicates to Students the current status of Application Monitoring, Restricted or Unrestricted access. If Restrictions apply, the list of approved applications will be displayed when Students click the **Toolbar** icon.
Show Internet monitoring status and give access to approved Websites	Indicates to Students the current status of Internet Monitoring, Restricted or Unrestricted access. If Restrictions apply, the list of approved websites will be displayed when Students click the **Toolbar** icon.
Allow the Student to Initiate a Chat	Enables the Student to initiate a Chat session.

Allow the Student to send a request for help	Enables the Student to send a Help Request to the Tutor.
Show Clock	Displays a clock
Show Rewards	Shows any rewards that have been given to the Student.
Show Objectives	If lesson objectives have been set, they will be displayed.
Allows Students to access their USB memory stick from the Toolbar.	Allows Students to access their USB memory stick from the Toolbar.
Allow Students to access their Journal.	Allows Students to view and add notes to their Journal from the Student Toolbar.
Allow Students to access resources (applications, websites, documents or folders) that you define	Allows Student to access any resources you have defined from the toolbar.
Show when you are listening to or recording the audio at the Student.	Advises Students when they are being listened to or if you are recording their audio.
Show list of files sent to work on.	Displays the files that have been sent via the Send/Collect work feature. The Student can work through these and indicate when they have been completed.

Note: A Tutor Toolbar is also available, this provides access to key NetSupport School features when the Tutor program is minimised.

Student Rewards

NetSupport School provides the Tutor with the ability to 'Reward' Students for good behaviour. During a lesson, a Tutor can give individual Students a reward, in the form of a star, which is reflected on the main toolbar. The number of rewards a Student has can be viewed by mousing over the Student icon in Normal view.

Note: The Student toolbar must be switched on to use this feature.

Giving rewards to Students
1. Select the required Student in the List view.
2. Choose {Student}{Rewards - Give a Reward} from the Control window drop-down menu.
   Or
   Right click an individual Student and choose **Reward** - **Give a Reward**.
3. A star will appear on the Student Toolbar.

Removing rewards
1. Select the required Student in the List view.
2. Choose {Student}{Rewards - Remove a Reward} from the Control window drop-down menu.
   Or
   Right click an individual Student and choose **Reward** - **Remove a Reward**.
3. A star will be removed from the Student Toolbar.

Note: All rewards can be removed from a Student by selecting {Student}{Rewards – Remove all Rewards} from the Control window drop-down menu.